



Wyndham City Council

2025/26 Annual Community Satisfaction Survey



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Executive summary

Introduction and methodology

Metropolis Research conducted this, Council's 13th *Annual Community Satisfaction Survey*, as a door-to-door, in-person style survey of 1,200 respondents from October 2025 till the end of January 2026. No surveying was conducted over the two-week Christmas period.

The aim of the research was to measure community satisfaction with an extensive list of 46 individual Council provided services and facilities, nine aspects of Council's governance and leadership performance, three aspects of Council's leadership performance, overall satisfaction with the customer service experience, and the performance of Council across all areas of responsibility.

The survey also continues to explore the top issues the community feel needs to be addressed in the City of Wyndham, and how these issues may impact on community satisfaction with the overall performance of Council.

The 95% confidence interval (margin of error) of these results is plus or minus 2.8% at the 50% level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 47.2% and 52.8%.

Summary of satisfaction with Wyndham City Council

The key finding of the survey this year was that satisfaction with the performance of Wyndham City Council remained essentially stable this year at a near record high.

This result was broad-based, across the range of Council activities, including:

- Average satisfaction with 46 services and facilities 7.9, up 1pt (record)
 - *Of the 44 services with time-series results, 39 recorded a record high result this year*
- Overall satisfaction with the customer service experience 7.5, down 1pt
- Satisfaction with three aspects of Council's leadership 7.4, up 2pts (record)
- Satisfaction with Council's overall performance 7.2, down 1pt
- Satisfaction with core aspects of governance and leadership 7.2, down 1pt

Satisfaction with Wyndham City Council has clearly maintained performance at a near record high, building on the trend of increasing satisfaction over time, with many aspects of Council performance recording record or near-record satisfaction scores.

This follows the lower-than-average scores recorded through the pandemic.



While there remains significant community concern around traffic management related issues in the municipality, there has continued to be a sustained increase in satisfaction with traffic management and to a lesser extent road maintenance and repairs, which have likely been significant factors underpinning the increase in overall satisfaction with Council.

Whilst satisfaction with Council's communication and customer service was "very good", with 65% "very satisfied" and 11% "dissatisfied", there remains a small group in the community (13 respondents) who feel that Council was not adequately or effectively listening to or responding to the needs of the community.

There were also small number of respondents who raised concerns around Council's management and governance performance (17 respondents), a variety of Council services and facilities (14 respondents), and Council rate, fees, and charges (10 respondents).

The best performing areas of Council remain the four kerbside collection services, and library services, along with community services (particularly those for children), the website, public art, exhibitions, events, arts and cultural activities, and public health services.

The Council services and facilities of most concern remain transport related including traffic management, parking, roads (both sealed local roads managed by Council and in particular major arterial roads and highways managed by VicRoads), as well as town planning, public toilets, the enforcement of local laws, and Council support to access services for older residents.

The most common issue nominated by respondents for the City of Wyndham to address this year was safety, policing and crime issues (21% up from 8%).

This was the first year of the community satisfaction survey program when either traffic management or road maintenance and repairs was not the most common issue nominated by respondents to address for the City of Wyndham.

This significant increase in community concern around safety, policing, and crime issues has been observed by Metropolis Research in many municipalities across metropolitan Melbourne through 2025 and into 2026, including many of Wyndham's neighbouring municipalities.

Safety, policing, and crime related issues of most concern in the City of Wyndham were focused on incidents of and fear of crime including home break-ins.

Concerns around drugs and alcohol, anti-social behaviour, and concerns around various types of people were less commonly observed in the City of Wyndham than in some other municipalities.

Traffic management (21%), parking both enforcement and availability (9%), road maintenance and repairs including roadworks (5%), parks, gardens, and open spaces (5%), and street trees (5%) all remained evident in the results again this year, and all continue to appear to exert a somewhat negative influence on the satisfaction of the respondents raising the issues.



Satisfaction with Council's overall performance

Satisfaction with the [overall performance](#) of Wyndham City Council declined marginally this year, down one percentage point to 7.2 out of 10.

This result was measurably above the long-term average satisfaction since 2013/14 of 6.8 and was the equal second highest overall satisfaction recorded for the City of Wyndham.

This result was identical to the 2026 metropolitan and growth area councils' results, but notably (4pts) lower than the unusually high western region councils' (7.6) average, all as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research, using the same door-to-door methodology.

Almost half (47% down from 49%) of respondents providing a score "very satisfied" (i.e., rated satisfaction at eight or more), whilst six percent (up from 4%) were dissatisfied (rated satisfaction at less than five).

There was some variation in satisfaction with Council's overall performance observed, as follows:

- ***Somewhat more satisfied than average*** – included respondents from Truganina, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, rental households, and new and newer residents (less than five years in the municipality).
- ***Somewhat less satisfied than average*** – included respondents from Point Cook, older adults (aged 55 to 74 years), mortgagor households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the municipality), and respondents from households with a member with disability.

The most common reasons why the 66 respondents were dissatisfied with Council's overall performance were related to: Council management, performance, and governance (17 comments), various Council services and facilities (14 comments), communication, consultation, and the provision of information (13 comments), rates and financial management (10 comments), roads, traffic, footpaths, and parking (8 comments), general infrastructure related (7 comments), and the responsiveness of Council (7 comments).

The issues that appear to be most negatively associated with satisfaction with Council's overall performance for the respondents who nominate the issues remain focused around:

- ***Transport related*** – including most notably roads and roadworks (61 respondents, as well as traffic management (248), and to a lesser extent parking (84), and public transport (42).
- ***Council management and performance*** – including communication and consultation (24).
- ***Council services related*** – including sports and recreation facilities (25), parks and gardens (57), cleaning and maintenance (32), and footpaths (28). The small number of respondents who raised these issues were all marginally less satisfied with Council overall than the average.



- **Safety, policing, and crime issues** – these increased significantly as an issue this year, consistent with increasing safety and policing and crime issues observed by Metropolis Research across metropolitan Melbourne through 2024, 2025, and into 2026, with the 253 respondents who raised these issues, on average, 5pts or 7% less satisfied with Council's overall performance than the municipal average.

Satisfaction with Council's governance and leadership performance

The average satisfaction with the seven core measures of [governance and leadership](#) declined marginally this year, down by an average of one percentage point.

These measures include community consultation and engagement (stable), the degree to which Council information is easy to access and understand (down 4pts), performance making decisions in the interests of the community (up 1pt), representation, lobbying, and advocacy (stable), the degree to which Council has a sound direction for the future (new), maintaining community trust and confidence (down 1pt), responsiveness of Council in meeting community needs (down 1pt), the provision of opportunities for voice to be heard on issues that are important to residents (down 2pts), and how well Council does with the money it has available (stable).

Six of these seven measures recorded satisfaction scores that were marginally (1pt) lower than the metropolitan average, as recorded in Governing Melbourne.

Satisfaction with measures of Council's leadership performance

The survey also included community satisfaction with three measures of [Council's leadership performance](#).

Satisfaction with all three of these measures increased this year, with the average satisfaction with these three measures increasing by two percentage points to 7.6 out of 10, or "very good".

These measures cover aspect of how Council encourages a healthy, active, engaged, diverse, and inclusive community, including the following:

- Provision of activities that are accessible to and inclusive of all members of the community (up 4pts to 7.8, now at an "excellent" level).
- How well Council encourages a healthy and active lifestyle through appropriate infrastructure and amenity (up 1pt to 7.5, remains "very good").
- The degree to which Council empowers the community to lead and form social connections (up 1pt to 7.4, remains "very good").



Planning for population growth

Satisfaction with [planning for population growth ‘by all levels of government’](#) was reincluded in the survey program this year, after an absence from 2018/19 to 2024/25.

This is an important measure of how satisfied the community is with planning for the increasing population, with a focus on all planning rather than expecting the respondent to understand in detail the different roles of the state and local governments.

Satisfaction with planning for population growth increased significantly from 2017/18, up 12 percentage points (21%), to a “good” 7.0 out of 10.

This result was, however, lower than the metropolitan (7.2), the western region councils (7.5), and the growth area councils (7.6) averages, as recorded in *Governing Melbourne*.

The most significant issues of concern in relation to planning for population growth in the City of Wyndham were concerns around the perceived impact of increased population on parking, traffic, roads, and public transport (61 comments), perceived impacts on infrastructure (32 comments), and access to services and facilities (25 comments).

Aspects of planning and housing development

The 2025/26 survey included two new questions relating to satisfaction with [planning and development outcomes](#), including satisfaction with the design of public spaces (7.5), and the appearance and quality of new developments (7.4).

Satisfaction with both measures were recorded at “very good” levels, and identical to the metropolitan average.

Satisfaction was, however, a little lower than the western region and growth area council’s averages.

Customer service

This year, 28% of respondents reported that they had contacted Council in the last 12 months, consistent with last year, but down from more than 40% through the pandemic.

Metropolis Research has found that the proportion of the community contacting their local council has tended to decline post-pandemic. This appears to be the case for the City of Wyndham.

Overall satisfaction with the overall [customer service](#) experience declined marginally this year, down one percentage point to 7.5, out of 10, which remained a “very good” level of satisfaction.



This result was marginally (1pt) lower than the metropolitan Melbourne average of 7.6 out of 10, or “very good”, recorded in *Governing Melbourne*.

The proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more) remained essentially stable at almost two-thirds (65% down from 69%), with 11% (up from 9%) “dissatisfied”.

Satisfaction with Council services and facilities

The survey this year included measures of the importance to the community, and then satisfaction with 46 Council provided services and facilities.

Importance of Council services and facilities

All 46 [services and facilities were considered important](#) by respondents, although nine were measurably more important than the average, and 10 were measurably less important:

- ***Measurably HIGHER than average importance*** - included the weekly garbage collection, fortnightly recycling collection, emergency management preparedness and response, regular weekly food and green waste services, enforcement of local laws, provision of maternal and child health services, public health services, Council support to access immunisation services, and the maintenance and repair of drains.
- ***Measurably LOWER than average importance*** – included the management and removal of graffiti, Council’s efforts to keep the community informed through its social media platforms, Council’s community engagement platform, provision, maintenance and repair of shared trails, and on and off-road bike paths, Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, parking enforcement, the provision of public art, exhibitions, arts and cultural activities, and the provision and maintenance of community facilities and venues for hire.

Satisfaction with services and facilities

The average [satisfaction with these 46 included services and facilities](#) increased marginally again this year, up one percentage point to 7.9 out of 10, which remained an “excellent”, level.

This was the record high average satisfaction with services and facilities recorded for the City of Wyndham, with 39 of the 44 services and facilities for which time series results were available recording a record high satisfaction score this year.

This was a stand-out positive result for the City of Wyndham this year, reflecting broad-based high satisfaction with the performance of Wyndham City Council providing services and facilities to the community.



39 services and facilities recorded an increase in satisfaction this year, with Maternal and Child Health services (up 6pts), immunisation services (up 6pts), Council's website (up 5pts), protecting the built and cultural heritage (up 5pts), and the school crossing service (up 5pts) the stand-out positive results.

There were no services or facilities to record a significant decline in satisfaction this year, although satisfaction with town planning policies (down 2pts), public toilets (down 2pts), and sports ovals (down 1pt) recorded marginally lower satisfaction this year.

When compared to the 32 services and facilities that were also included in *Governing Melbourne*, the average satisfaction was 7.9, identical to the metropolitan Melbourne average of 7.9.

Of these, satisfaction with 19 (up from 13) was at least marginally higher in the City of Wyndham, satisfaction with four was identical to the metropolitan average, and satisfaction with nine (down from 11) was lower in the City of Wyndham.

The main services and facilities that measurably and significantly outperformed the metropolitan average this year included public art (8pts higher), footpaths (3pts), and the community engagement program (3pts higher by 110 respondents).

Of most note in these results was the seven-percentage point lower satisfaction with local traffic management in the City of Wyndham compared to the metropolitan average.

This was consistent with the 21% of Wyndham respondents who nominated traffic management as a [top three issue](#), compared to the metropolitan average of 11%.

Other services and facilities that under-performed the metropolitan average included services for older residents (6pts lower by 131 respondents), town planning policies (5pts lower by 87 respondents), sports ovals (4pts lower), playgrounds (3pts lower), the enforcement of local laws (3pts lower), and parking enforcement (3pts lower).

In summary, exploring the average importance and average satisfaction with the 46 Council services and facilities, the following key points were noted:

- **Kerbside collection services** – all four kerbside collection services recorded measurably higher than average satisfaction scores, and all were of higher-than-average importance. This result is commensurate with previous results from Wyndham, and other councils across metropolitan Melbourne.
- **Community services** – community services (including services for children, Council assistance accessing services for older people, kindergartens, playgroups, community centres, libraries, and the school crossing service) also recorded higher-than-average satisfaction scores, however some of these services and facilities were of lower-than-average importance. A notable exception to this was Council assistance to access services for older people, which recorded a satisfaction score which was lower than average.



- **Health services** – satisfaction with services related to health (including maternal and child health, immunisation services, and public health services) were of measurably higher than average importance, and all recorded satisfaction scores which were higher than average, with maternal and child health and immunisation recording measurably higher than average satisfaction.
- **Recreation and leisure** – services and facilities related to recreation and leisure, including playgrounds, sports ovals, and bike and shared paths, were of lower-than-average importance. In addition, bike and shared paths recorded a lower-than-average satisfaction.
- **Communication services** – Council’s community engagement platform, Council’s social media platforms, and Council’s website were all lower-than-average importance, but recorded higher-than-average satisfaction scores, except for social media platforms, with which respondents were less satisfied.
- **Transport related infrastructure services** – services and facilities related to transport infrastructure, most notably sealed local roads and major arterial roads (managed by VicRoads), were among those respondents considered to be most important. However, they fell into the quadrant of most concern, being of higher-than-average importance and lower-than-average satisfaction.
- **Services and facilities of most concern** – the services and facilities of most concern in 2026 were traffic management (also the most frequently cited [issue to address](#) in Wyndham at the moment), Town Planning policies, the provision and maintenance of public toilets, the provision of parking facilities, the maintenance and repair of major arterial roads and highways (managed by VicRoads), parking enforcement, and the maintenance and repair of sealed local roads. All these received measurably lower than the average satisfaction and received “good” rather than “very good” or “excellent” levels of satisfaction.

Most important issues to address for the City of Wyndham “at the moment”.

Almost two-thirds (63% up from 0%) of respondents nominated at least one issue to address “for the City of Wyndham at the moment”.

There have traditionally been five issues that have dominated the issues to address results since the survey was commenced back in 2013, and these issues were again prominent this year.

These issues have been traffic management (e.g., commuting times, congestion, related issues), road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues), parks, gardens, and open space related issues, safety, policing, and crime issues, and parking (both availability and enforcement).

Importantly, all these issues appear to exert a negative influence on satisfaction with Council’s overall performance, for those respondents who raised the issues.

Safety, policing, and crime issues increased significantly this year, up from eight percent last year to 21% this year. This was a significant increase, but in line with the increases observed in several other municipalities across metropolitan Melbourne in recent years, although significantly higher than the metropolitan average of nine percent this year.



Metropolis Research notes that traffic management (21% down from a high of 49% in 2014/15) and road maintenance and repairs including roadworks (5% down from a high of 31% in 2013/14) have diminished substantially over the last decade.

The decline in these two issues will have been a contributing factor in the trend of increasing satisfaction with Wyndham City Council.

Perception of safety in public areas

This set of questions relating to the [perception of safety in public areas of the City of Wyndham](#) was reincluded in the survey program after an absence from 2021/22 to 2024/25.

The perception of safety in public areas during the day (7.6), in public areas at night (6.2), and waiting for / travelling on public transport (7.0) were all lower than the metropolitan average, reflecting the higher level of community concern around safety, policing, and crime issues.

The perception of safety in the respondents' home at night was 7.3 out of 10, with nine percent reporting that they felt "unsafe" in their home at night.

Sense of community

Respondents were in 2025/26 asked to rate their agreement with 13 [statements about the community, transport, environment and other issues](#). The average agreement with these statements was as follows:

- Wyndham is welcoming and supportive of people from diverse cultures and backgrounds (8.0)
- There are good open spaces (parks, sporting grounds, playgrounds) for recreation available in the local area (8.0)
- I feel that climate change needs to be addressed now (7.8)
- The extent to which residents agree that their access to health services (e.g. GPs, dentists, specialists, hospitals) are being met in Wyndham (7.8)
- I agree that the natural environment in Wyndham is well managed, healthy, and accessible (7.8)
- Wyndham is accessible and inclusive for people with disabilities (7.7)
- I am satisfied with the overall cleanliness and beauty of the local area (7.6)
- I have made changes to my home or lifestyle to help reduce climate change and its impacts (7.6)
- My and my family's recreational needs are met in the local area (7.5)
- I feel part of the local community (7.5)
- I am satisfied with the options to travel in, out, and around the City of Wyndham (7.3)
- I am able (if I choose) to get where I want to go without a car (7.1, with 11% disagreeing)
- Wyndham's road network and congestion is improving (6.7 with 17% disagreeing).



Introduction

Metropolis Research was commissioned by Wyndham City Council to undertake this, its thirteenth *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment across a range of additional issues of concern in the municipality.

The 2025/26 *Annual Community Survey* comprises the following core components:

- Satisfaction with Council's *overall performance*.
- Satisfaction with aspects of Council's *governance and leadership performance*.
- Satisfaction with the *customer service experience*.
- Satisfaction with aspects of *communicating with the community*.
- Importance of and satisfaction with 46 core *Council services and facilities*.
- Identifying *issues of importance* for Council to address in the coming year.
- Respondent profile.

Methodology and response rate

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview surveys in 2020/21, 2021/22, and 2022/23.

The survey returned to the door-to-door, in-person methodology in 2023/24, which brought it back into line with the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026.

The fieldwork was completed from the 1st of November 2025 till the 30th of January 2026.

Prior to 2021, the surveys traditionally took place in October but were delayed in 2020 in response to both the COVID-19 pandemic and the local government elections that took place in October 2020.

The timeframe for fieldwork was extended back into 2023 to cover the 2023/24 period more fully and to help include residents who may have been unavailable during the January holiday period.



Surveys were all conducted during daylight hours at weekends over the survey period.

Response rate

A total of 5,254 households were approached to participate in the research, from which 1,200 surveys were conducted.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was undertaken to ensure compatibility with the approach taken in previous years.

A total of 5,254 households were approached to participate in the research, with the following results obtained:

- No answer - 2,651.
- Refused - 1,403.
- Completed - 1,200.

This provides a response rate of 46%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This was consistent with the 44% recorded last year, and up on the response rate of 33% recorded in 2022/23 and the 29% recorded in 2021/22.

The increase in response rate reflects the return to the door-to-door methodology, which brings a sample that was significantly more reflective of the underlying Wyndham community than was obtained via the telephone methodology.

This strong response rate reflects well on the methodology and the level of engagement of the Wyndham community in the performance of Council, which is consistent with the relatively strong levels of overall satisfaction with Council's performance.

Statistical strength

The 95% confidence interval (margin of error) of these results is plus or minus 2.8% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 47.2% and 52.8%.

This is based on a total sample size of 1,200 respondents, and an underlying population of the City of Wyndham of 270,487.



Small area results

The results of this research are provided at both the municipal and precinct level.

The precincts are custom made areas for the *Annual Community Satisfaction Survey*.

The precinct results align with Wyndham’s localities as published in the *Community Profile* and were used by agreement with Council.

This ensures that the data is consistent with the community profile groupings, which facilitates additional analysis of variation across the municipality.

The following table displays the number of respondents in each precinct and each of the nine wards comprising the City of Wyndham.



Alignment of ACSS Precincts with Wards and Wyndham localities
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Ward	ACSS Precincts (2020 - 2026)	Wyndham Localities (Community Profile)	Sample size (weighted)	
			Number	Percent
Bemin	Truganina	Truganina	116	10%
	Total		116	10%
Brinbeal	Tarneit	Tarneit	126	11%
	Total		126	11%
Cheetham	Point Cook	Poink Cook	118	10%
	Total		118	10%
Featherbrook	Point Cook	Poink Cook	102	9%
	Total		102	9%
Grange	Hoppers Crossing	Hoppers Crossing	83	7%
	Total		83	7%
Heathdale	Hoppers Crossing	Hoppers Crossing	26	2%
	Werribee	Werribee	106	9%
	Total		132	11%
Iramoo	Werribee	Werribee	44	4%
	Wyndham Vale	Wyndham Vale / Manor Lakes	14	1%
		Little River	5	0%
	Total		63	5%
Quandong	Wyndham Vale	Wyndham Vale / Manor Lakes	132	11%
	Total		132	11%
Werribee Park	Point Cook	Poink Cook	25	2%
	Werribee	Werribee	71	6%
		Werribee South / Cocoroc	9	1%
	Total		105	9%
Williams Landing	Hoppers Crossing	Hoppers Crossing	43	4%
	Laverton North	Williams Landing / Laverton North	37	3%
	Point Cook	Poink Cook	21	2%
	Truganina	Truganina	20	2%
	Total		121	10%
Wimba	Tarneit	Tarneit	102	9%
	Total		102	9%
Total respondents			1,200	100%



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010.

The 2026 *Governing Melbourne* survey was conducted using the door-to-door methodology, including a total sample of 800 respondents.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Wyndham City Council – 2025/26 Annual Community Satisfaction Survey*.

It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Greater Melbourne Capital City Statistical Area as well as the western region, which includes the municipalities of Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley.

In addition, for several questions comparative results have been provided for the growth area councils across metropolitan Melbourne. The growth area councils include Casey, Cardinia, Hume, Knox, Melton, Whittlesea, and Wyndham.

Glossary of terms

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are



interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 2.8%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, and are defined as follows:

- **Excellent** - scores of 7.8 and above are categorised as excellent.
- **Very good** - scores of 7.3 to less than 7.8 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.3 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



Satisfaction with Council's overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Council ‘across all areas of responsibility’ declined marginally this year, down one percentage point to 7.2 out of 10.

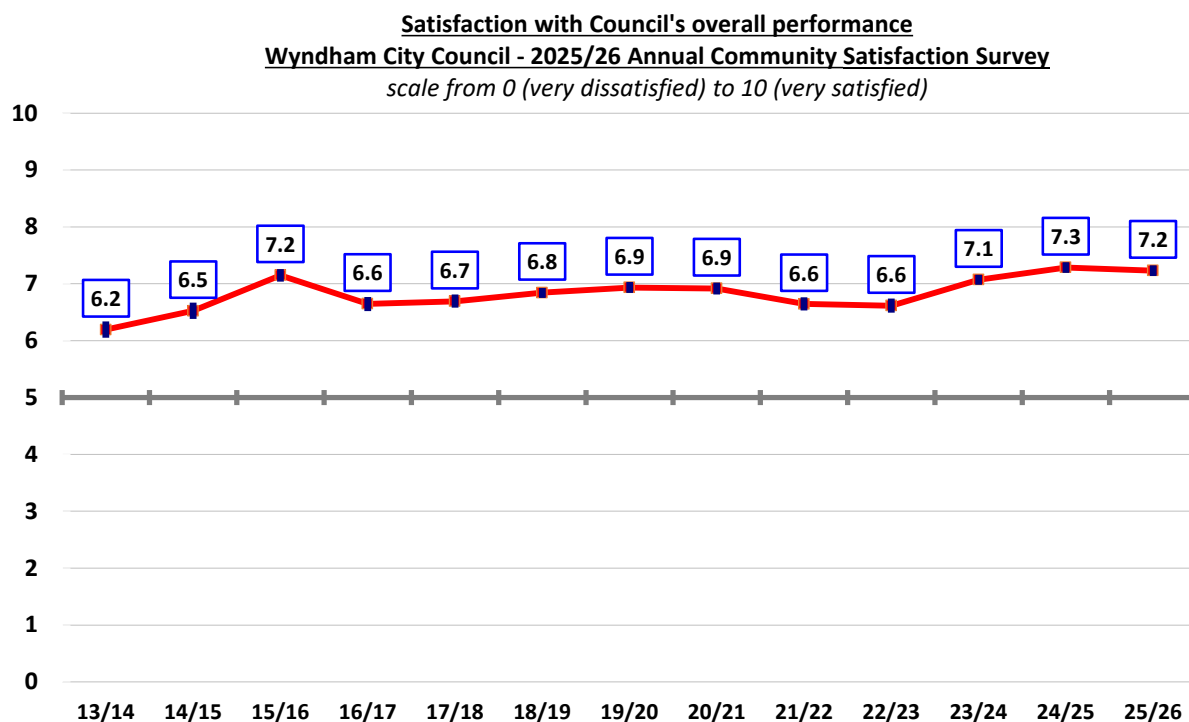
This was a “good”, down from a “very good” level of satisfaction.

Despite the marginal decline in satisfaction this year, overall satisfaction with the Wyndham City Council remains notably (4pts or 6%) above the long-term average satisfaction since 2013/14 of 6.8.

Metropolis Research notes that these overall satisfaction scores reflect a continued improvement in satisfaction with Wyndham City Council.

Overall satisfaction with Council improved 10pts (16%) over the last 13 years.

By way of comparison, overall satisfaction with Wyndham City Council was identical to both the metropolitan and growth area councils’ average satisfaction. This result was, however, notably (4pts) lower than the unusually high western region councils’ average of 7.6 out of 10 or “very good”.

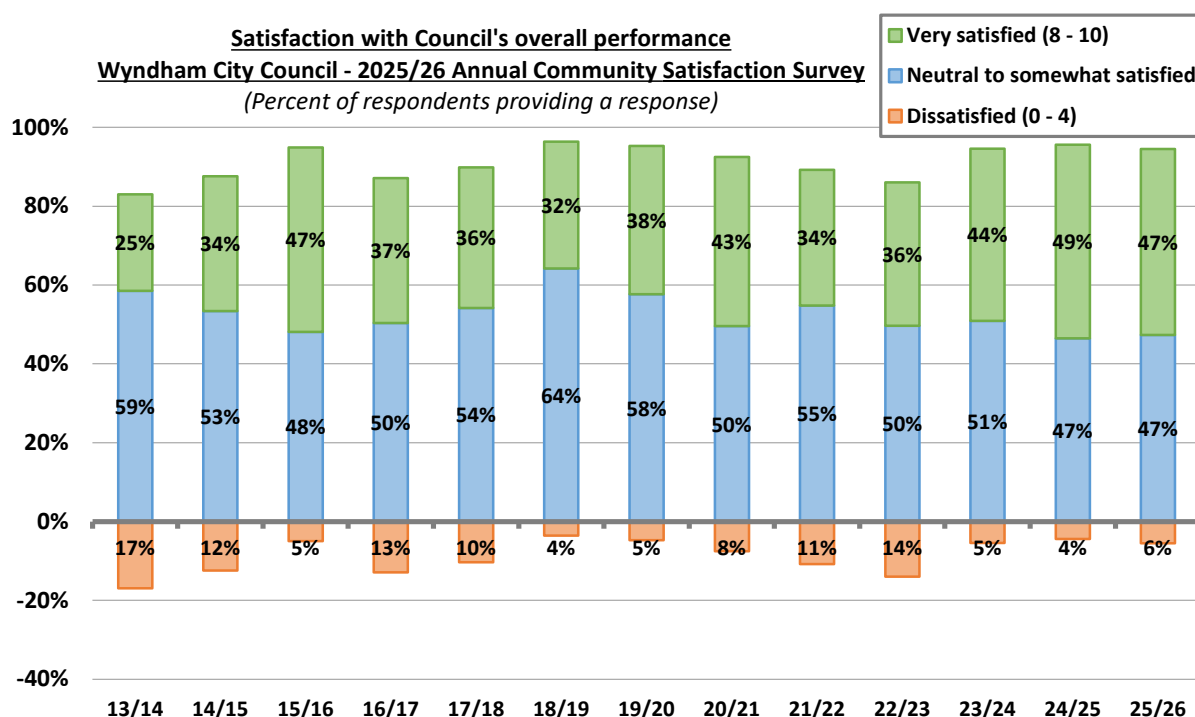


The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

It is noted that there was a marginal decline in the proportion of respondents who were “very satisfied” with Council’s overall performance, down from 49% last year to 47% this year.

The proportion of respondents in the City of Wyndham who were “very satisfied” with Council’s overall performance remained significantly above the long-term average since 2013/14 of 39%.

The proportion of respondents who were “dissatisfied” with Council’s overall performance remained at historically low levels, with six percent (up from 5%) reporting that they were “dissatisfied” this year.



Satisfaction with Council's overall performance

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number, index score 0 - 10 and percent of respondents providing a response)

Aspect	Year	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Overall performance	2013/14	751	6.2	17%	59%	25%
	2014/15	669	6.5	12%	53%	34%
	2015/16	746	7.2	5%	48%	47%
	2016/17	1,100	6.6	13%	50%	37%
	2017/18	1,063	6.7	10%	54%	36%
	2018/19	1,055	6.8	4%	64%	32%
	2019/20	1,088	6.9	5%	58%	38%
	2020/21	1,146	6.9	8%	50%	43%
	2021/22	1,126	6.6	11%	55%	34%
	2022/23	1,125	6.6	14%	50%	36%
	2023/24	1,176	7.1	5%	51%	44%
	2024/25	1,197	7.3	4%	47%	49%
	2025/26	1,178	7.2	6%	47%	47%

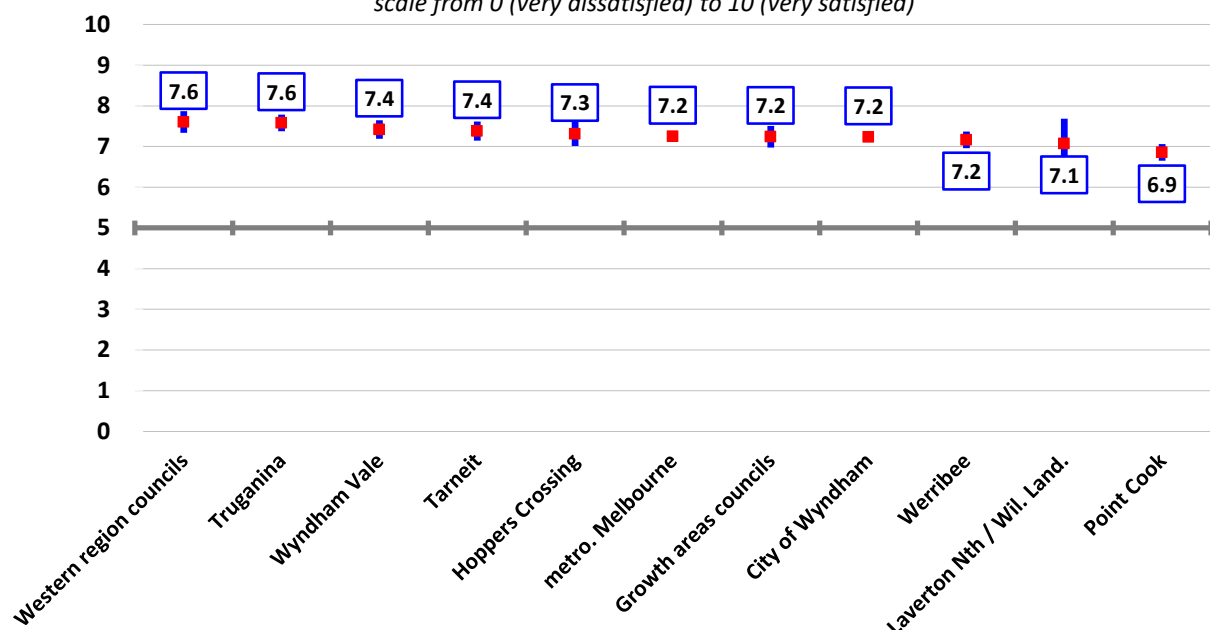
There was statistically significant (measurable) variation in overall satisfaction with the performance of Wyndham City Council observed across the municipality, as follows:

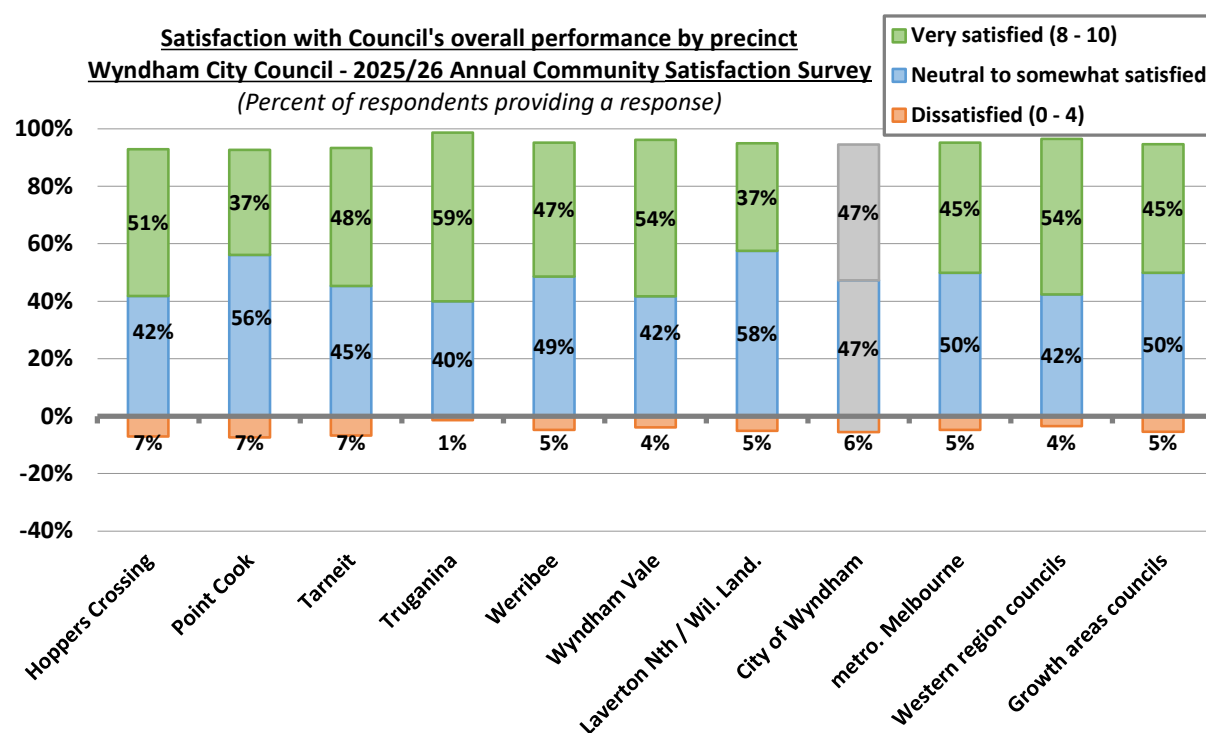
- **Truganina** – respondents were measurably more satisfied than average, and at a “very good” level of satisfaction.
- **Pook Cook** – respondents were measurably (3pts) less satisfied than average, although still at a “good” level of satisfaction, which was consistent with the result for Point Cook last year.

Satisfaction with Council's overall performance by precinct

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with overall performance by respondent profile

The following section provides a breakdown of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, Aboriginal and or Torres Strait Islander status, whether respondents had or had not contacted Council in the last 12 months, household structure, housing, situation, and period of residence in the municipality.

It is noted that respondents from all respondent profile groups rated satisfaction at "good" or higher levels of satisfaction, which highlights that no individual sub-group within the community were, on average, "dissatisfied" with Council's overall performance.

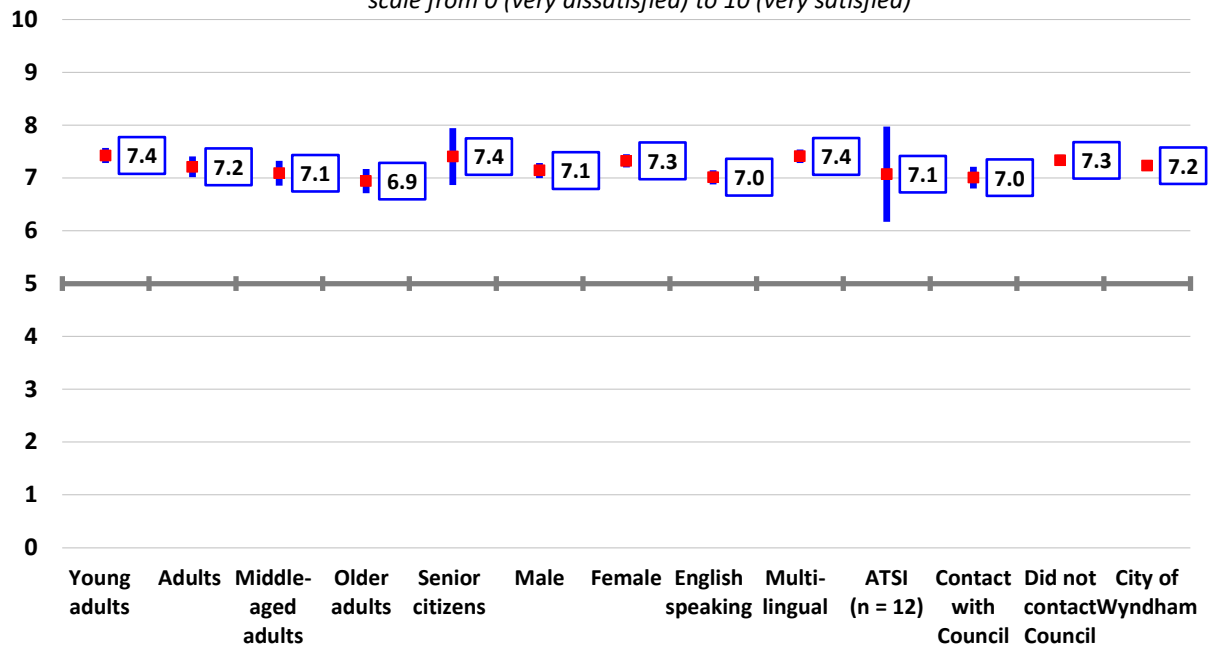
Attention is drawn to the following variations of note:

- ***Somewhat more satisfied than average*** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, rental households, and new and newer residents (less than five years in the municipality).
- ***Somewhat less satisfied than average*** – included older adults (aged 55 to 74 years), mortgagor households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the municipality), and respondents from households with a member with disability.

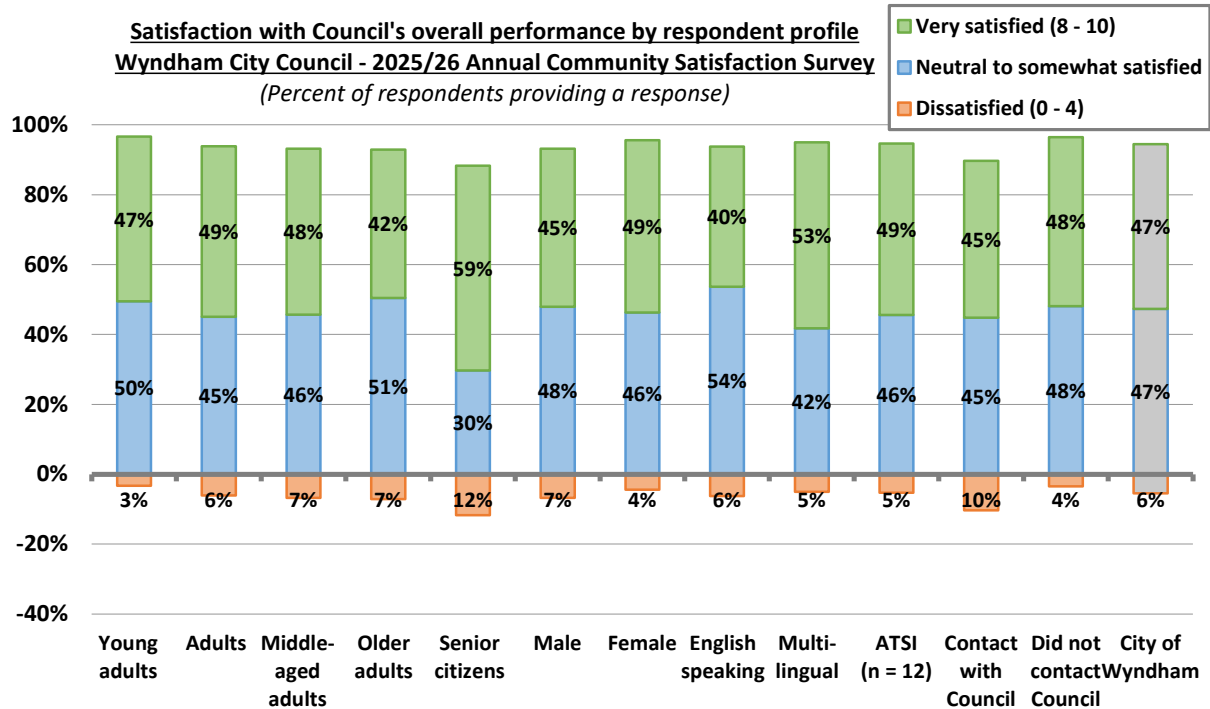
Metropolis Research notes that this variation in satisfaction by respondent profile was broadly consistent with that recorded in previous years for the City of Wyndham.

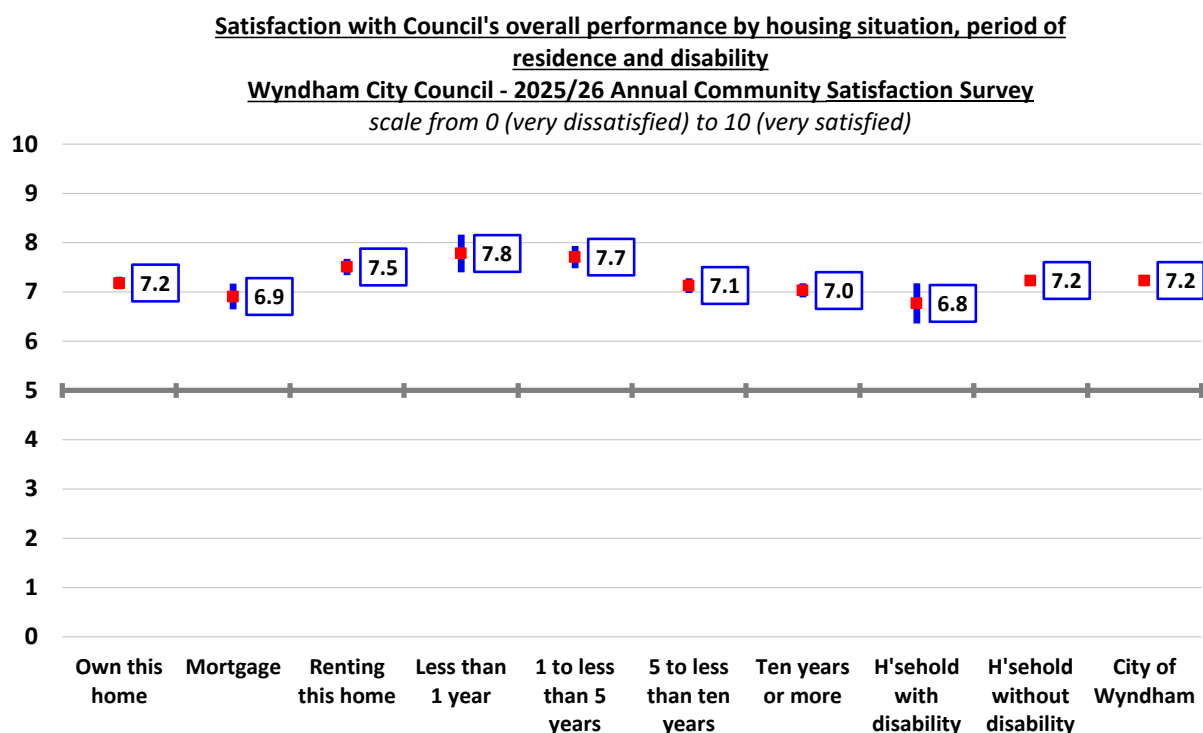


Satisfaction with Council's overall performance by respondent profile
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

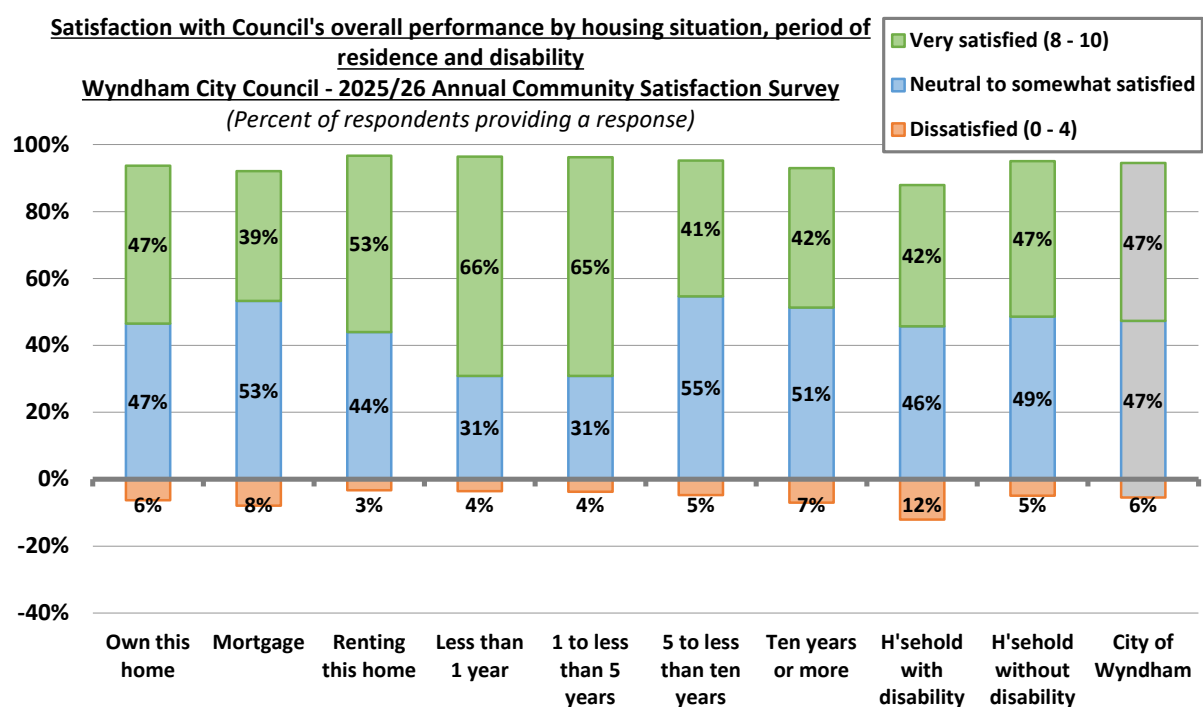


It is noted that more than half of the senior citizens (aged 75 years and over), and 49% of the female respondents were “very satisfied”, whilst 12% of senior citizens (aged 75 years and over) and 10% of respondents who contacted Council in the last 12 months were “dissatisfied” with Council’s overall performance.





It is noted that more than half of the new and new residents (less than five years in Wyndham) and rental household respondents were “very satisfied”, whilst 12% of respondents from households with a member with disability were “dissatisfied” with Council’s overall performance.



Relationship between issues and satisfaction with overall performance

The following graph shows the average satisfaction with Council’s overall performance for respondents who raised the 12 most common [issues to address](#) for the City of Wyndham “at the moment”.

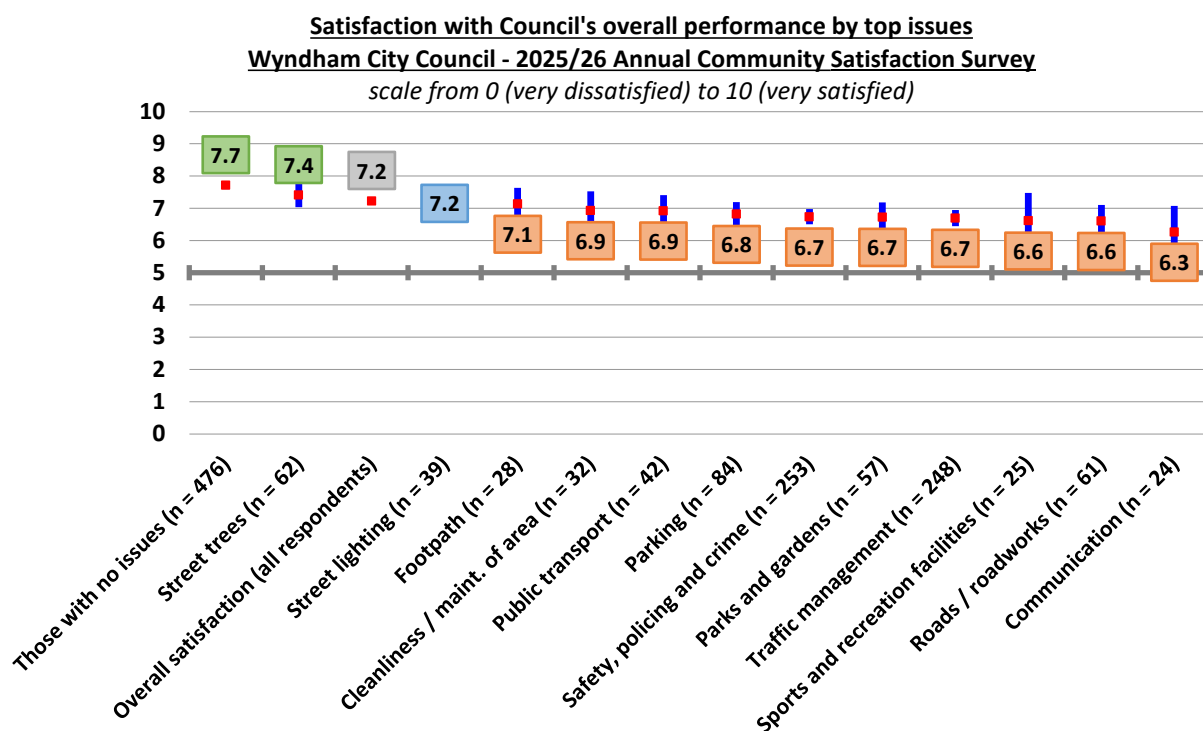
It is important to bear in mind that many of these issues are not directly within the remit of local government, and many are shared responsibilities with other levels of government.

Whilst these results do not show a causal link between the issue raised by respondents and their overall satisfaction with Council, they do provide some guidance as to whether these issues were likely to be exerting a negative influence on satisfaction with Council.

Attention is drawn to the “very good” average satisfaction 7.7 out of 10 for the 476 respondents who did not nominate any issues to address for the City of Wyndham ‘at the moment’. This was similar to the “excellent” “underlying” satisfaction with Council of 7.8 recorded last year.

Metropolis Research notes that this is a significant proportion of respondents who did not feel compelled to provide an issue that they believed needed to be addressed in the municipality.

This is an important result, as it does suggest that there was a significant proportion of the community (stable at approximately one-third) who were “very satisfied” with Council’s overall performance and who do not feel compelled to nominate specific to address.



Metropolis Research notes that 248 (up from 228 respondents) who nominated traffic management related issues rated satisfaction five percentage points lower than the municipal average.

This was consistent with the results recorded last year, even though satisfaction with local traffic management increased by one percentage point this year and has improved 11 points over the last decade. This is discussed in the [satisfaction with traffic management](#) section.

Given both the number of respondents who nominated traffic management related issues, as well as the fact that they were, on average, five percent less satisfied with Council's overall performance than the municipal average, suggests that traffic management issues continue to exert a substantial negative influence on the Wyndham community's overall satisfaction with the performance of Wyndham City Council, although underlying satisfaction with local traffic management has improved over time.

The related issue of roads (including roadworks) was raised by 61 respondents (down from 85 last year and 101 the year before), and these respondents, on average, were six points (8%) less satisfied with Council's overall performance than the municipal average.

This strongly suggests that road maintenance and condition issues (including roadworks) exert a significantly negative influence on overall satisfaction for those who raise these issues.

This has been observed elsewhere across metropolitan Melbourne, particularly in some other interface municipalities, and it reflects the importance of local roads (including those managed by both Council and VicRoads) in satisfaction with the performance of Council.

There were two other issues that reported a measurably negative relationship with overall satisfaction with Council, those being safety, policing, and crime related issues (5pts lower) and communication issues (9pts lower).

Safety, policing, and crime related issues increased significantly, raised by 21% of respondents this year, up from eight percent last year, and six percent the year before. This was a significant increase, which is discussed in more detail in the [issues to address](#) section of this report.

The significant increase in respondents raising safety, policing, and crime related issues coupled with the fact that these 253 respondents were five percentage points less satisfied with Council's overall performance reflects significant community concern around safety, policing, and crime issues.

It does not automatically follow, however, that these respondents were holding Council responsible for the safety, policing, and crime related issues. Metropolis Research has often observed that increased safety and crime related concerns in the community can lower overall satisfaction, as residents who feel less safe can tend to record less positive results.

There were some other issues that appeared to exert a notably negative influence on overall satisfaction for the respondents nominating the issues.



These issues include parks and gardens (57 respondents, 5pts less satisfied), and sports and recreation facilities (25 respondents, 6pts less satisfied). It is likely that each of these issues were exerting a notably negative influence on satisfaction with Council's overall performance for those respondents who raised these issues as a top three issue to address for the municipality at the moment.

The following table provides an alternative method of exploring the relationship between overall satisfaction and the issues to address for the City of Wyndham.

The table compares the proportion of the 65 (up from 53) "dissatisfied" respondents (i.e., rated satisfaction at less than five) who nominated each of the most nominated issues to address, compared to the proportion of the total sample who nominated these issues.

The key finding from this table is consistent with the previously discussed average satisfaction results and highlight the significance of traffic management and safety, policing, and crime related issues to respondents who were "dissatisfied" with Council's overall performance.

It is also noted that the 14 respondents (1% of the total sample) who raised governance and accountability related issues were significantly more likely than other respondents to be "dissatisfied" with Council's overall performance

Top three issues for the City of Wyndham of respondents' dissatisfied with overall performance

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Traffic management	28	43%	21%
Safety, policing and crime	24	37%	21%
Governance and accountability	7	11%	1%
Parking	7	11%	7%
Parks, gardens, and open space	7	11%	5%
Road maintenance, repairs, and roadworks	7	11%	5%
Communication and consultation	5	8%	2%
Building, planning, housing and development	4	6%	1%
Education and schools	4	6%	1%
Public transport	4	6%	4%
Animal management	3	5%	1%
Council rates, fees and charges	3	5%	2%
Financial issues and priorities for council	3	5%	1%
Quality and provision of community services	3	5%	1%
Sports and recreation facilities	3	5%	2%
All other issues (21 separately identified issues)	29	45%	41%
Total responses	141		1,383
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>59 (90%)</i>		<i>756 (63%)</i>

Reasons for dissatisfaction with Council's overall performance

Respondents were asked:

"Why do you say that?"

A total of 91 (up from 78) responses were provided as to why respondents were dissatisfied with Council's overall performance.

These 91 responses have been broadly categorised, as outlined in the following table.

The most common reasons why respondents were dissatisfied with Council's overall performance related to Council management and governance (17 comments), various Council services and facilities (14 comments), communication and consultation (13 comments), rates and financial management (10 comments), and comments on roads, traffic, footpaths, and parking (8 comments).

Metropolis Research notes that many of the communication and consultation related comments were relatively broad in nature, with many reflecting the view that Council does not sufficiently engage with the community.

Reasons for dissatisfaction with Council's overall performance
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number	Percent of responses	Percent of respondents	2024/25	2023/24	2022/23
Council management and governance	17	19%	1%	1%	1%	2%
Council services	14	15%	1%	1%	1%	2%
Communication / consultation / engagement	13	14%	1%	1%	1%	4%
Rates and financial management	10	11%	1%	1%	1%	2%
Roads, traffic, footpaths and parking	8	9%	1%	1%	1%	2%
Infrastructure	7	8%	1%	0%	0%	0%
Responsiveness	7	8%	1%	1%	0%	2%
Parks / gardens / trees	4	4%	0%	0%	0%	0%
Planning and development	4	4%	0%	0%	0%	0%
Safety, security, crime	4	4%	0%	0%	1%	0%
General negative	1	1%	0%	0%	0%	1%
Lighting	1	1%	0%	0%	0%	0%
Waste management / kerbside collections	1	1%	0%	0%	0%	0%
Total	91	100%	8%	7%	6%	•18%

The following table outlines the verbatim comments underpinning the summary table discussed above.



Reasons for dissatisfaction with Council's overall performance
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Council management and governance</i>	
Infighting / internal politics	2
Corruption	1
Everything has been raised already, implementation however, is lacking	1
Management needs improvement	1
No action has been taken on the past issues	1
Poor leadership skills	1
Poor performance	1
Racism	1
Recently in past two years, Council has been biased towards certain ethnicities	1
Reckless decision making	1
Requires more transparency	1
The Council has bias and it is very one sided and own specific needs for the Council	1
The needs of Point Cook have been repeatedly disregarded	1
They are in it for personal gains	1
They are not genuine	1
Too busy spending money to buy votes and don't care about the people and live on fat pay checks	1
Total	17
<i>Council services</i>	
Cancellation of services such as snake catching which was free	1
Council is doing nothing for homeless people	1
Council is not doing enough for the community	1
Council services	1
Fix the sewer	1
I think the Council department does not reinforce the local laws	1
Maintenance is terrible, there is very bad sewage smell, but Council does not acknowledge	1
More effort required to upgrade the community	1
Not able to access maternal and child health services since the kid was 8 weeks old	1
Nothing in Council budget for elderly people	1
Snake population has increased in the locality of Hodgson St; they are entering in the household	1
The Council is not responding for the area, specifically for snake catching	1
The Council is not responding to trees falling	1
They tore down the hall now old people like me can't hold meetings	1
Total	14



Communication / consultation / engagement

Council does not listen to the community	4
Lack of communication / consultation	2
Council is not listening to the issues and acting on them	1
Nothing in Council budget for improving the engagement with the community	1
The Council needs to reach out to the local community more, through letters and other easily accessible resources. But no one is checking the website all the time	1
There is feedback given but very little action, not being implemented	1
They do consultation but do whatever they wanted to do from the beginning, so why even do this fake acting of showing they care for us, they clearly don't. They should improve everything about themselves from start to bottom	1
They make a lot of decisions without taking in community concerns	1
They only come here when election comes	1
Total	13

Rates and financial management

Don't kick the rates higher	1
How resources are allocated for the community	1
Mismanagement of Council funds	1
Money doesn't reach where it is needed	1
The homeowners' rates keep increasing every year, and it feels like a huge financial burden	1
They need to do a lot better, in terms of finance, too much repeated work to save money	1
They spend money in the wrong places. Tarneit seems to be low priority	1
Werribee is not being looked after at all, compared to Point Cook and Tarneit	1
Waste of money on IT system	1
Waste of resources	1
Total	10

Roads, traffic, footpaths and parking

Fix the roads	1
Just the roads are dysfunctional	1
Parking issues on the train station	1
Roads are really narrow	1
Roads need to be more extended as they are very small specially Tarneit roads	1
Sayers Rd needs to be doubled and has not been addressed	1
There are plenty blind spots which needs to be removed, especially in Ashwood Blvd, Tarneit	1
There is a lot that is lacking in terms of facilities for us. The main impact of this is poor flow of traffic	1
Total	8



Infrastructure

Not enough infrastructure / need to have more	2
Council is failing to provide basic infrastructure	1
I just don't think they are investing in the infrastructure of the local area	1
Infrastructure needs improvement	1
The infrastructure is not good enough	1
They do not maintain infrastructure well	1
Total	7

Responsiveness

Council doesn't respond to requests	2
Not addressing serious problems	2
Because every time we have called for support, we are kept on the loop for 2 hours, it's not easy at all	1
Not meeting the demands of people	1
Response time when reaching out to Council is high	1
Total	7

Parks, gardens, street trees

Broadway Blvd, Lollipop creek is overgrown, flooded, not maintained	1
Maintenance of plants and street trees not great	1
Parks need to be looked after well; they are not cleaning properly	1
Trees need to be maintained; I don't see vegetation and birds	1
Total	4

Planning and development

No proper planning for future projects	1
Not much happening in Point Cook area and haven't heard anything of developments in the area	1
The planning process really bad	1
Trying to get a shed permit took 12 months	1
Total	4

Safety, security, crime

Crime in Point Cook, cars stolen twice in Roosevelt St	1
No police station nearby; they are building one near Werribee but not in Point Cook	1
Safety	1
Security services provided to a single estate in Truganina from rates received from everywhere, the crime is everywhere	1
Total	4



<i>General negative</i>	
Very bad	1
Total	1
<i>Lighting</i>	
Don't have streetlights in some parts	1
Total	1
<i>Waste management</i>	
Fix the rubbish	1
Total	1
Total responses	91

Satisfaction with aspects of Council performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council’s performance?”

There were 12 (down from 18) aspects of Council’s performance included in the survey this year.

For ease of analysis and comparison, Metropolis Research has split these 12 aspects of Council performance into:

- Nine **core measures of governance and leadership** - against which metropolitan Melbourne comparisons can be provided against the 2026 *Governing Melbourne* research. These measures cover how well Council is communicating with / listening to the community, responding to the needs of the community, making decisions in the interests of the community, advocating on behalf of the community, and maintaining the trust and confidence of the community.
- Three **measures of Council’s leadership performance** – these measures cover aspects of Council’s leadership of the community, including service delivery.

Satisfaction with core aspects of governance and leadership

Metropolis Research includes seven aspects of leadership and governance performance in the *Governing Melbourne* research.

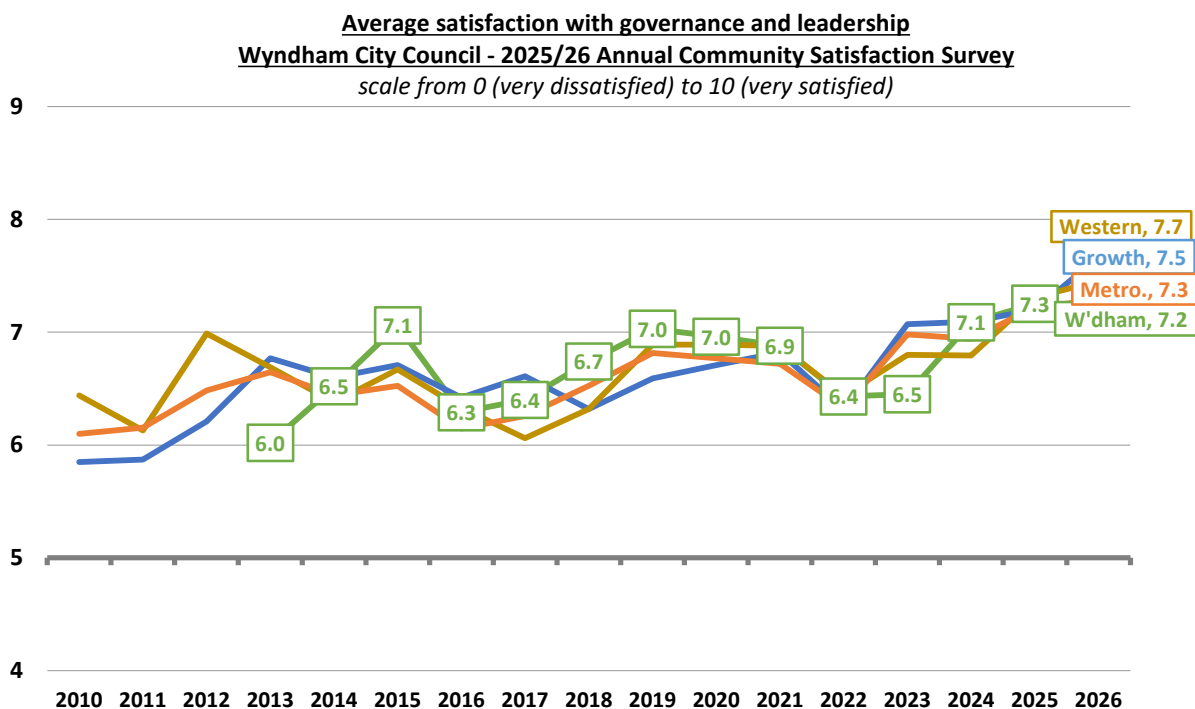


Governing Melbourne is conducted independently by Metropolis Research each year, including a sample from all 31 metropolitan Melbourne municipalities, and was conducted in January 2026, using the door-to-door, in-person methodology.

These seven measures cover the core aspects of the leadership and governance performance of local government, including listening to and engaging with the community, responding to the needs of the community, making decisions in the interests of the community, advocating on behalf of the community, maintaining the community's trust and confidence, and having a sound direction for the future.

The average satisfaction with the seven core aspects of governance and leadership declined marginally this year, down one percentage point to 7.2 out of 10.

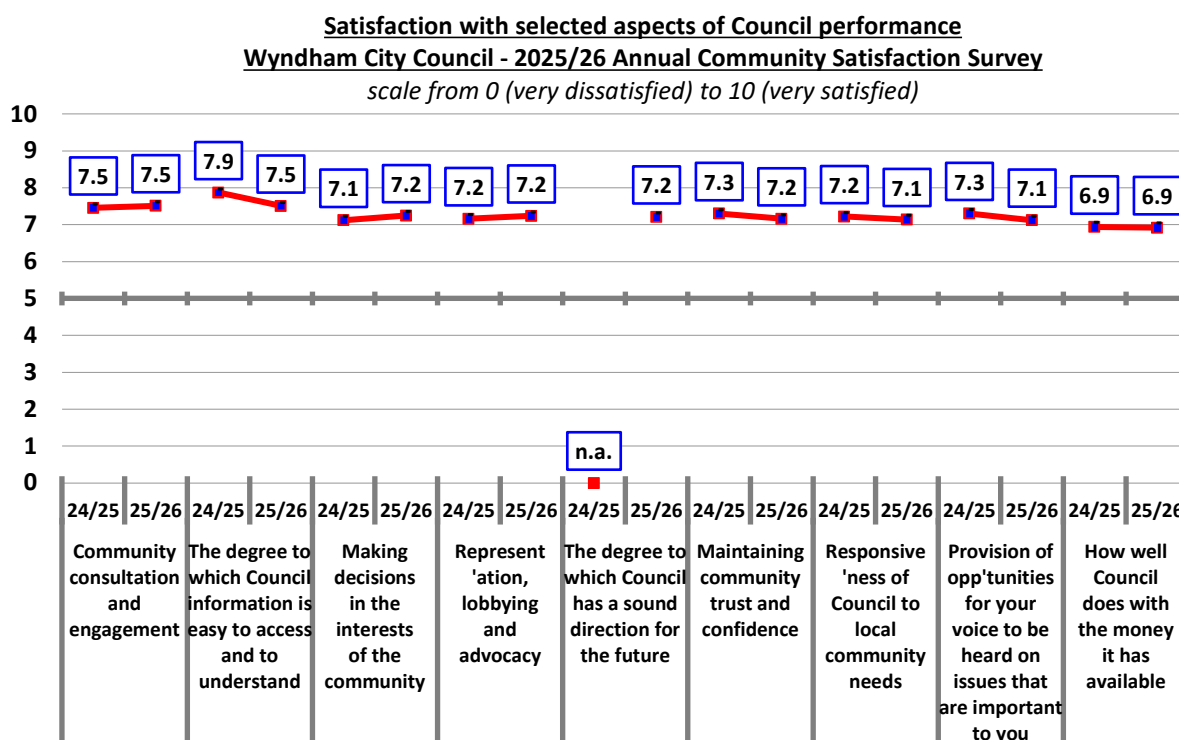
This result was marginally (1pt) lower than the metropolitan average (7.3) but was notably to measurably lower than both the growth area councils' average of 7.5 and the western region councils' average of 7.7, as outlined in the following graph.



This result maintains satisfaction with Council's governance and leadership at historically high levels, maintaining the significant (average of 10%) increase in satisfaction with aspects of governance and leadership recorded in 2024/25, recovering from the lower-than-average satisfaction recorded for the City of Wyndham recorded during the pandemic.

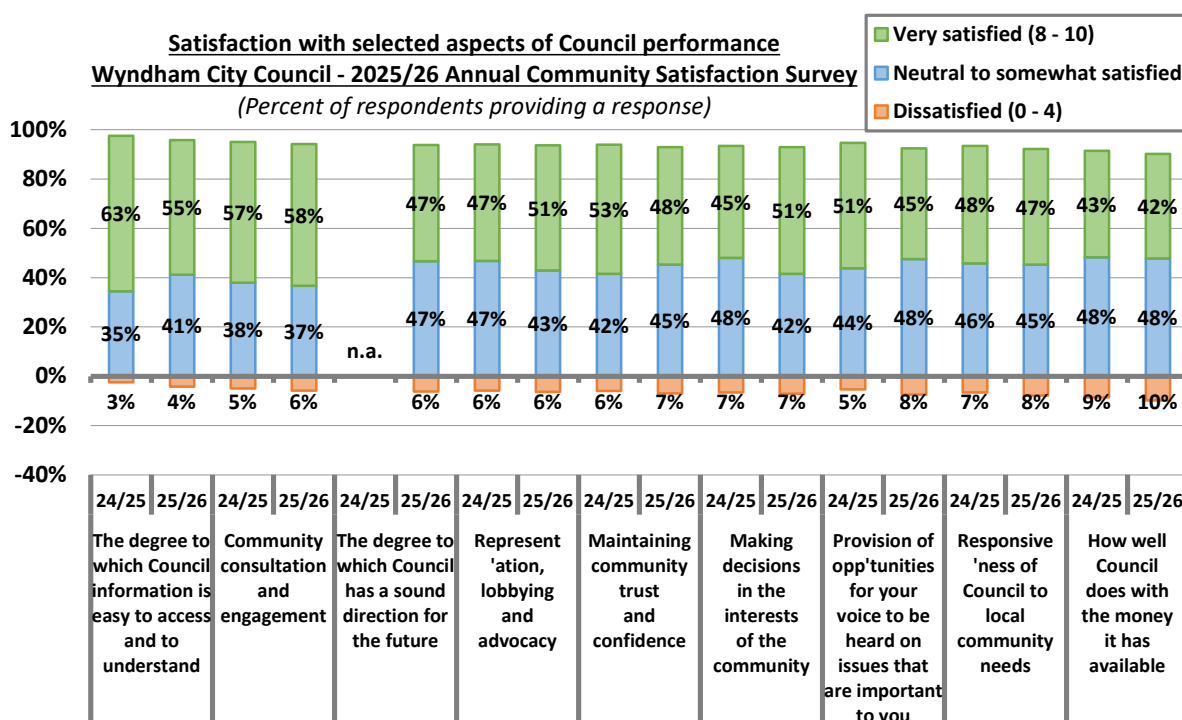
It is noted that the survey was conducted by telephone during the pandemic (2021/22 and 2022/23), which will have been a factor in the lower-than-average satisfaction.

The City of Wyndham includes two additional governance and leadership measures, relating to the degree to which Council information is easy to access and understand (down 4pts this year), and how well Council does with the money it has available (stable this year).



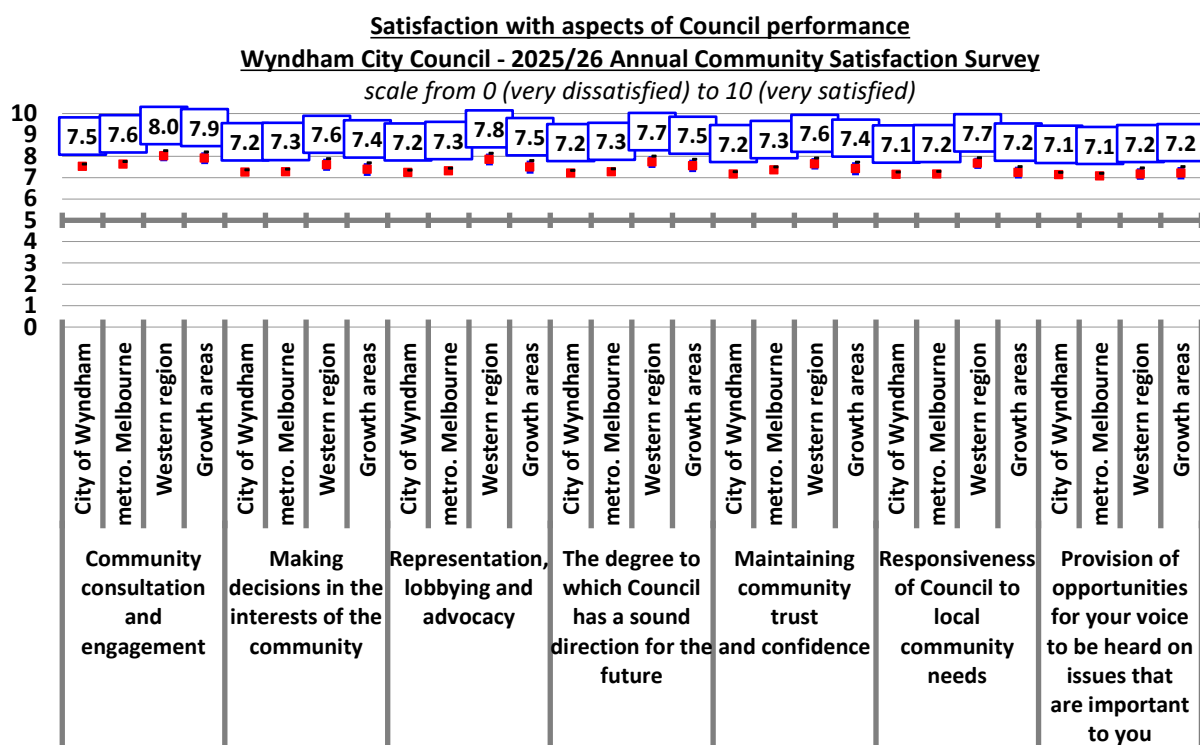
The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

More than half (58% up from 57%) of respondents providing a score were “very satisfied” with Council’s community consultation and engagement performance, and 55% were “very satisfied” with the degree to which Council information is easy to access and understand.



When compared to the metropolitan average satisfaction recorded in *Governing Melbourne*, satisfaction with six of the seven aspects of governance and leadership included in both surveys was marginally (1pt) lower in the City of Wyndham.

This result was consistent with the marginally lower overall satisfaction with Council results discussed earlier in the report.



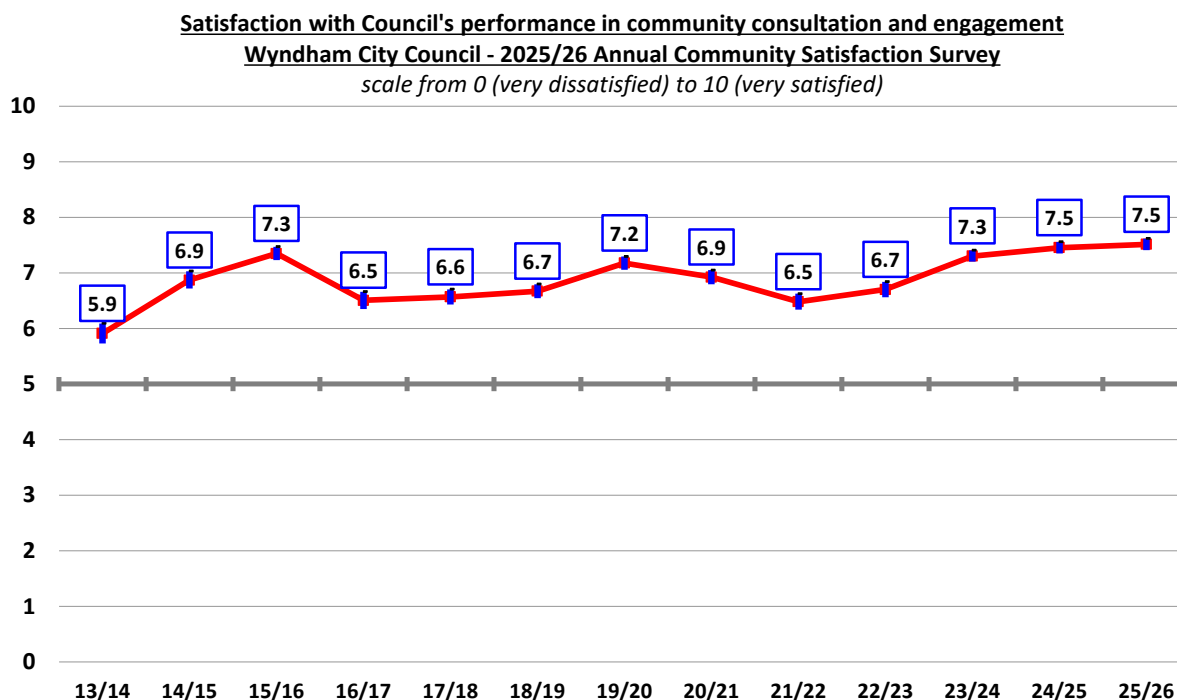
The following section of the report provides a more detailed discussion of each of these nine aspects of governance and leadership, including by precinct and by respondent profile (including age, gender, and language spoken at home).

While there was variation in the results for individual aspects of governance and leadership, in general terms the following variations were observed:

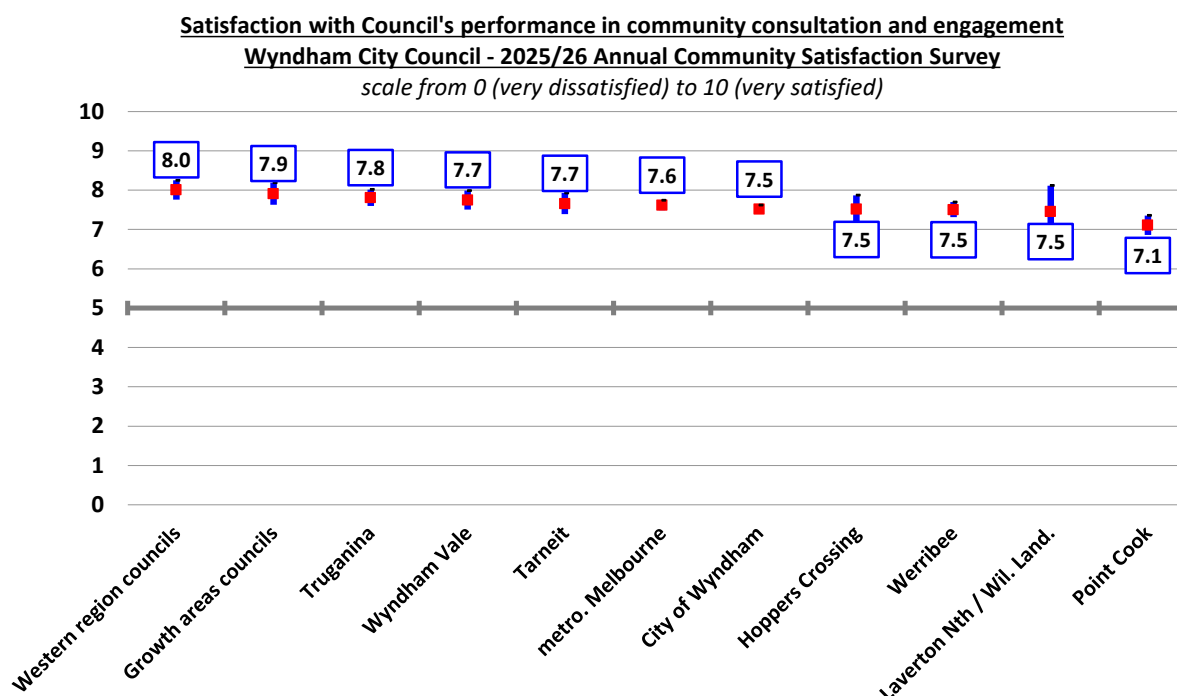
- **Generally, MORE satisfied than average** – included respondents from Truganina, Tarneit, and Wyndham Vale, young adults (aged 18 to 34 years), female respondents, and respondents from multilingual households.
- **Generally, LESS satisfied than average** – included respondents from Point Cook, Laverton North / Williams Landing, and Werribee, older adults and to some extent senior citizens (aged 60 years and over), male respondents, and respondents from English speaking households.

Community consultation and engagement

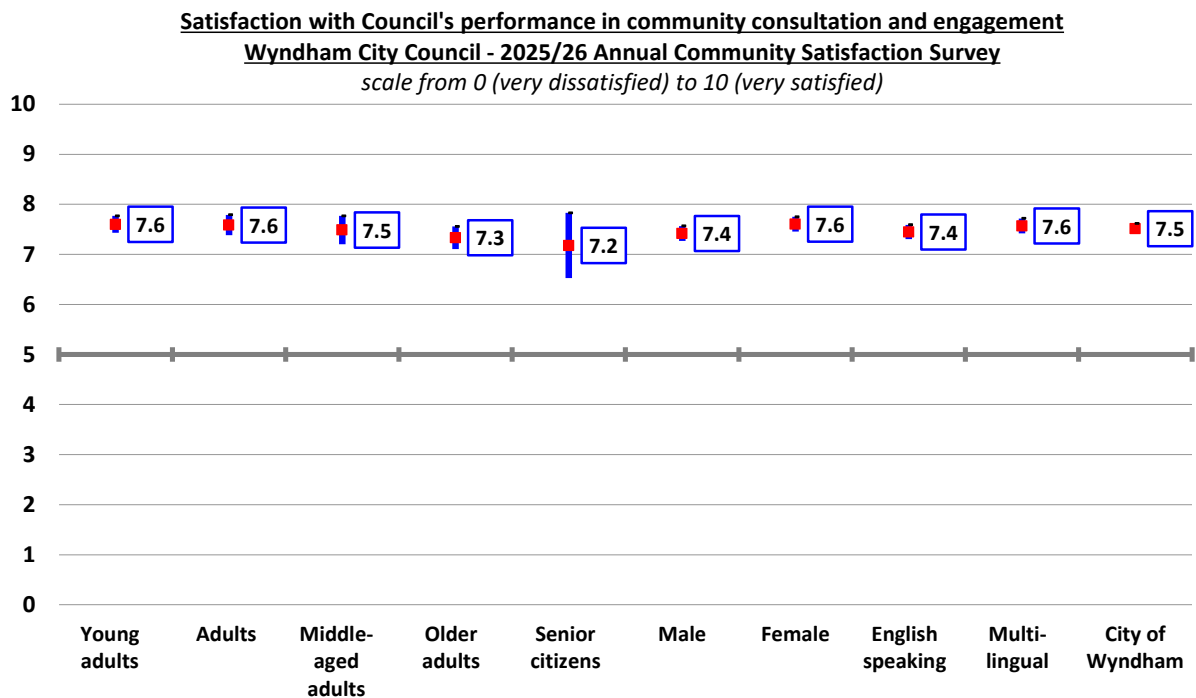
Satisfaction with Council's community consultation and engagement performance remained at a historical high for the City of Wyndham at 7.5 out of 10, or "very good". This remained the equal highest score recorded for this aspect of performance and was measurably (6pts) above the long-term average satisfaction since 2013/14 of 6.9, or "good".



There was measurable variation in this result observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at an "excellent" level, while respondents from Point Cook were measurably less satisfied, at a "good" level.

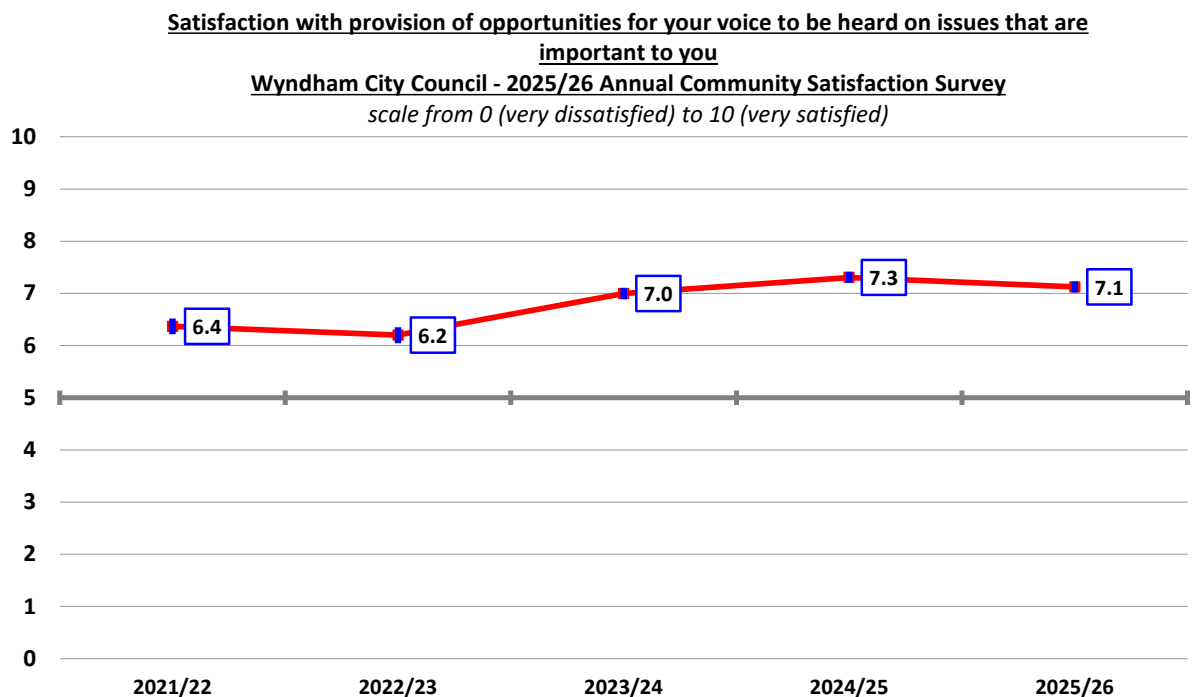


While there was no measurable variation in satisfaction with community consultation and engagement observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were notably (3pts) less satisfied than average.

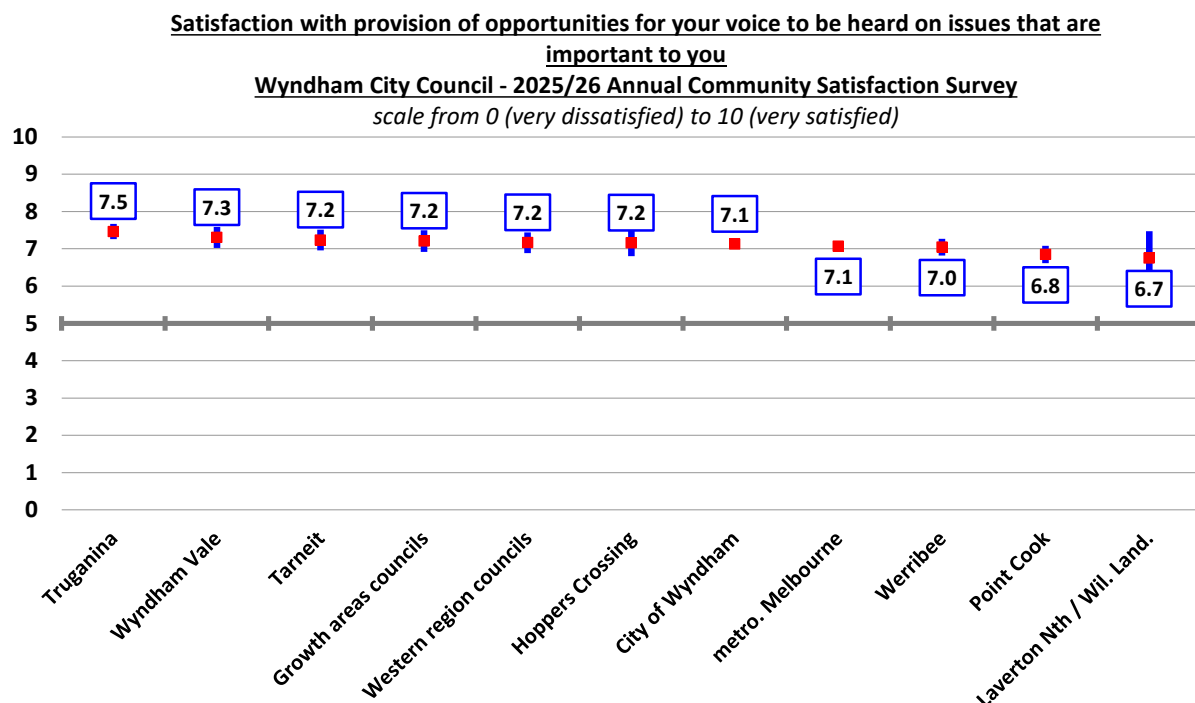


Provision of opportunities for voices to be heard on issues that are important to you

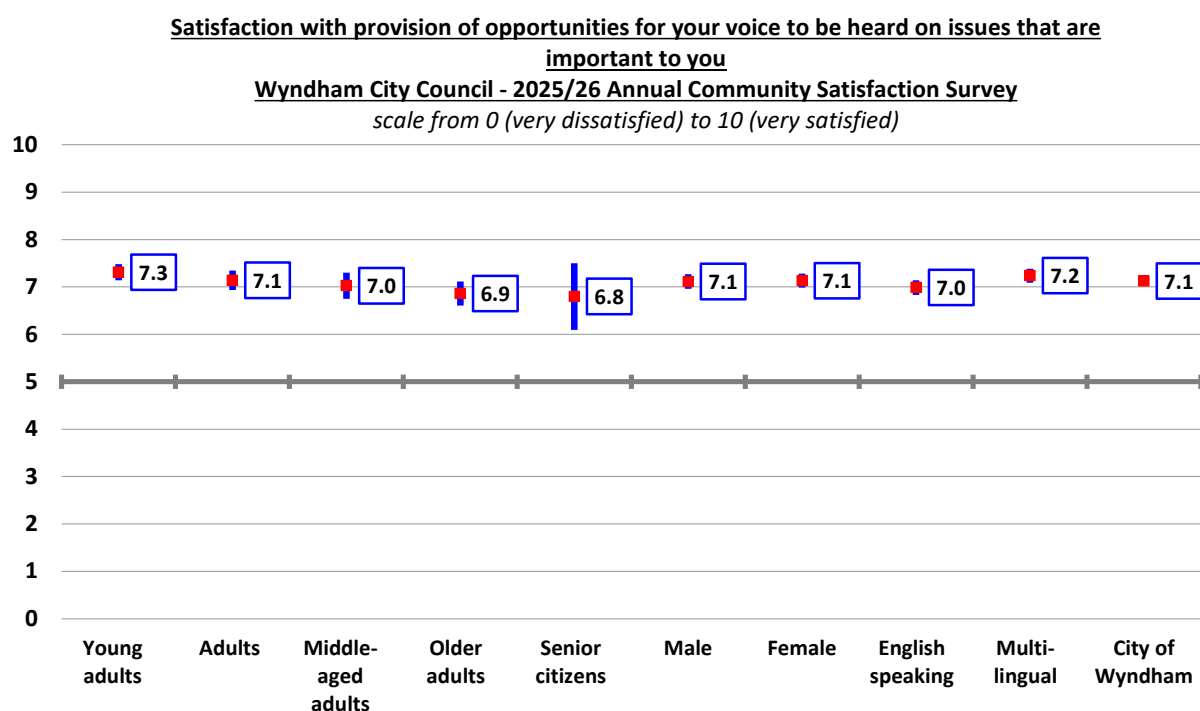
Satisfaction with the provision of opportunities for the respondents' voice to be heard on issues that are important to the respondent declined somewhat this year, down two points to 7.1 out of 10. This was a "good", down from a "very good" level of satisfaction, although it remained above the long-term average since 2021/22 of 6.8 out of 10.



There was variation in this result observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at a “very good” level. By contrast, respondents from Laverton North / Williams Landing were notably (4pts) less satisfied than average although still at a “good” level.

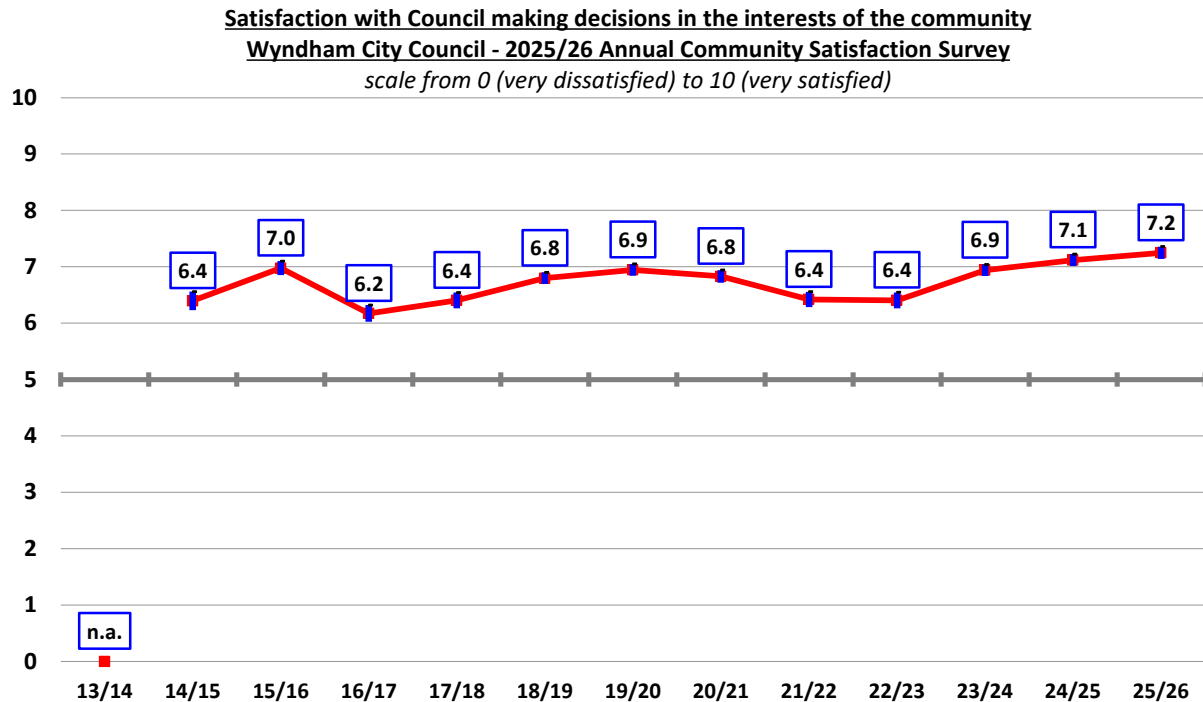


There was measurable variation observed by respondent profile, with senior citizens (aged 75 years and over) notably (3pts) less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

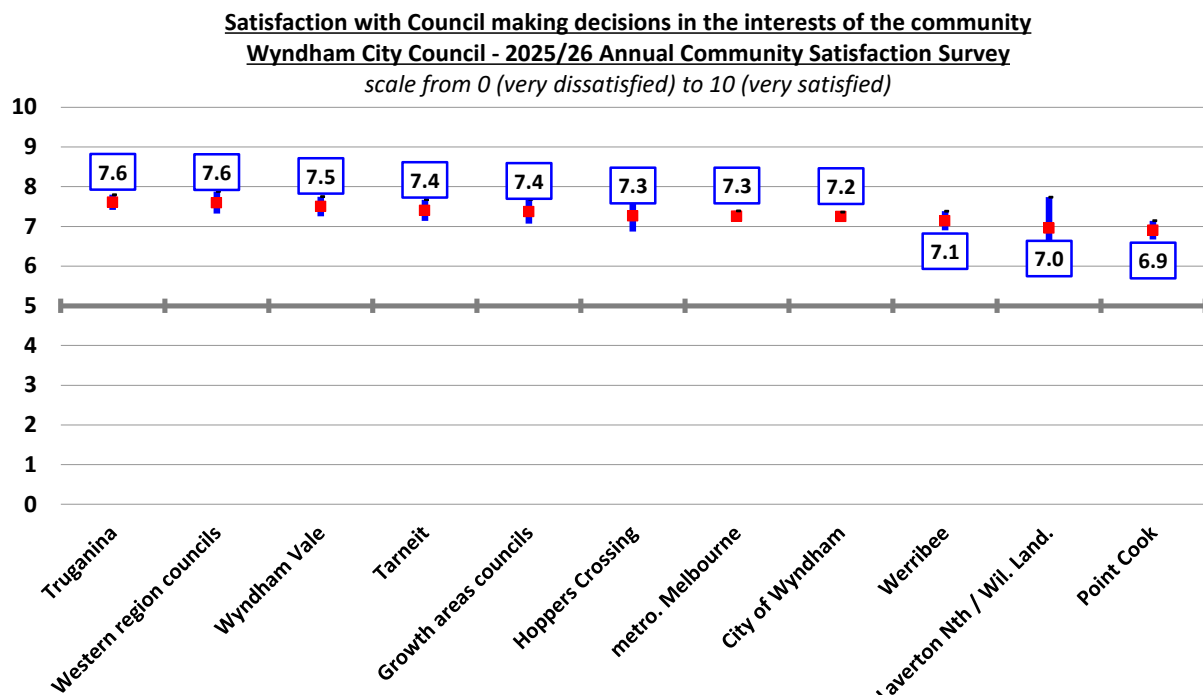


Making decisions in the interests of the community

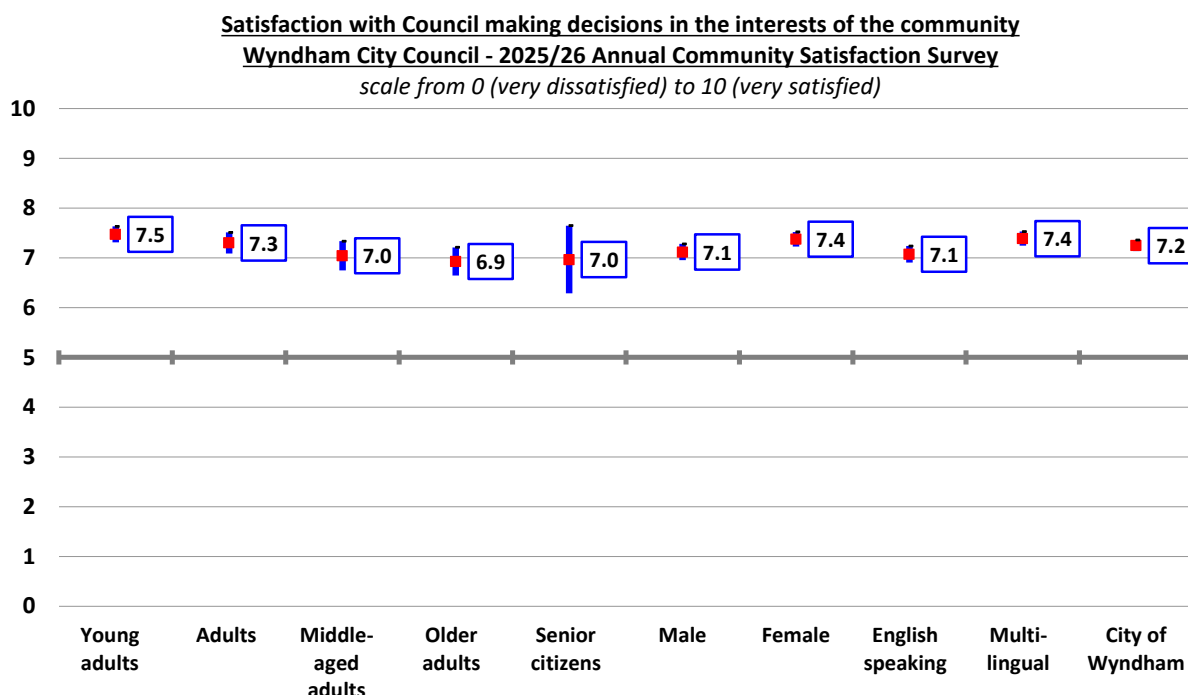
Satisfaction with the performance of Council making decisions in the interests of the community increased marginally again this year, up one percentage point to a record high of 7.2 out of 10. This remained a “good” level of satisfaction, but measurably and significantly (5pts) above the long-term average satisfaction since 2014/15 of 6.7 out of 10.



There was measurable variation in this result observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at a “very good” level, while respondents from Point Cook were measurably less satisfied, at a “good” level.

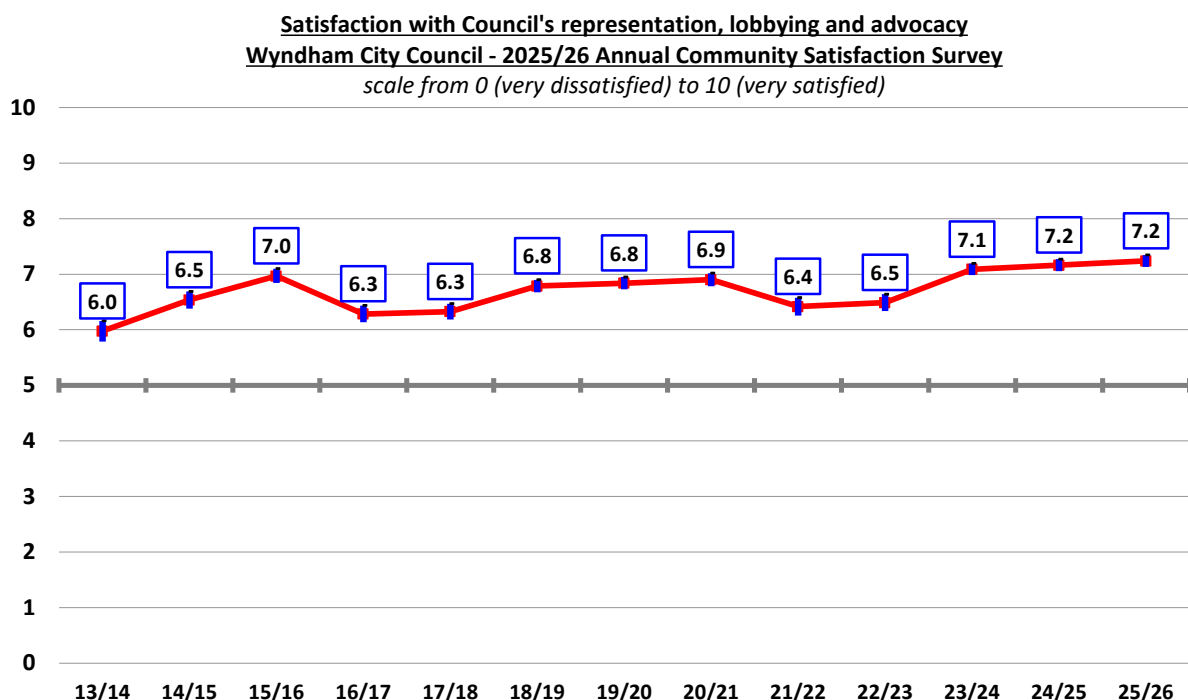


There was measurable variation observed by respondent profile, with older adults (aged 55 to 74 years) notably (3pts) less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

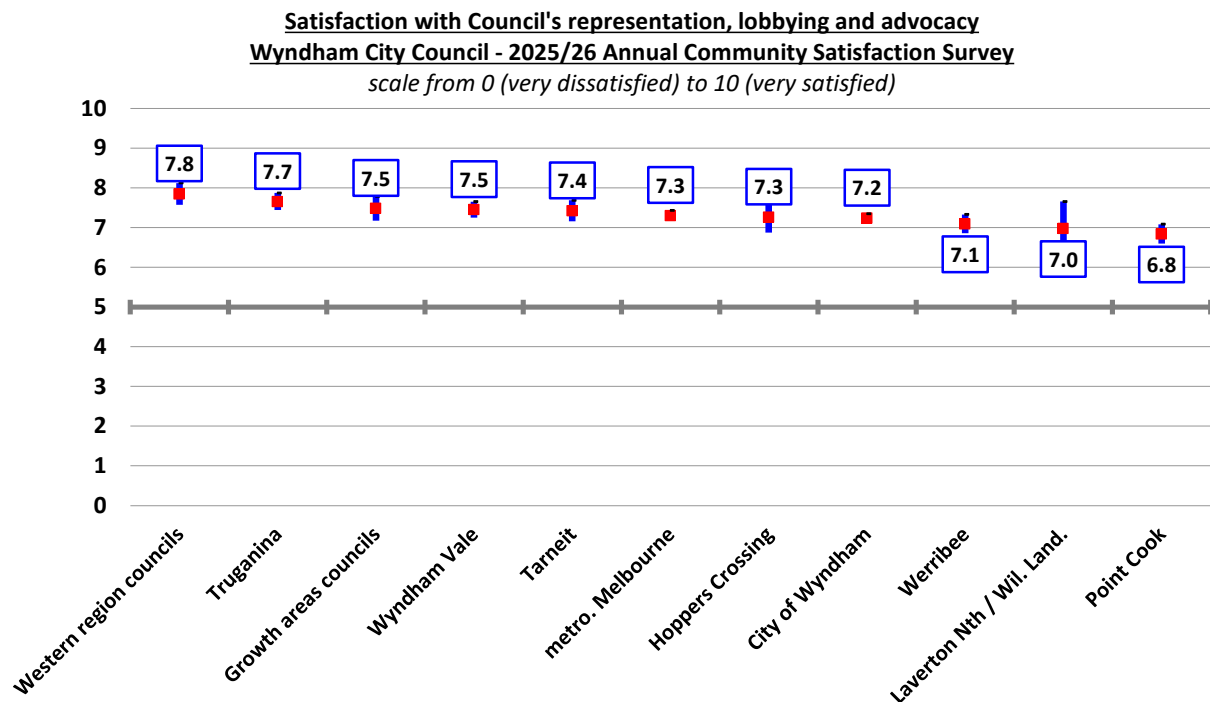


Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying, and advocacy on behalf of the community remained at a historical high for the City of Wyndham this year, at 7.2 out of 10. This remained a "good" level of satisfaction and remained measurably above the long-term average satisfaction since 2013/14 of 6.7 out of 10, or "good".

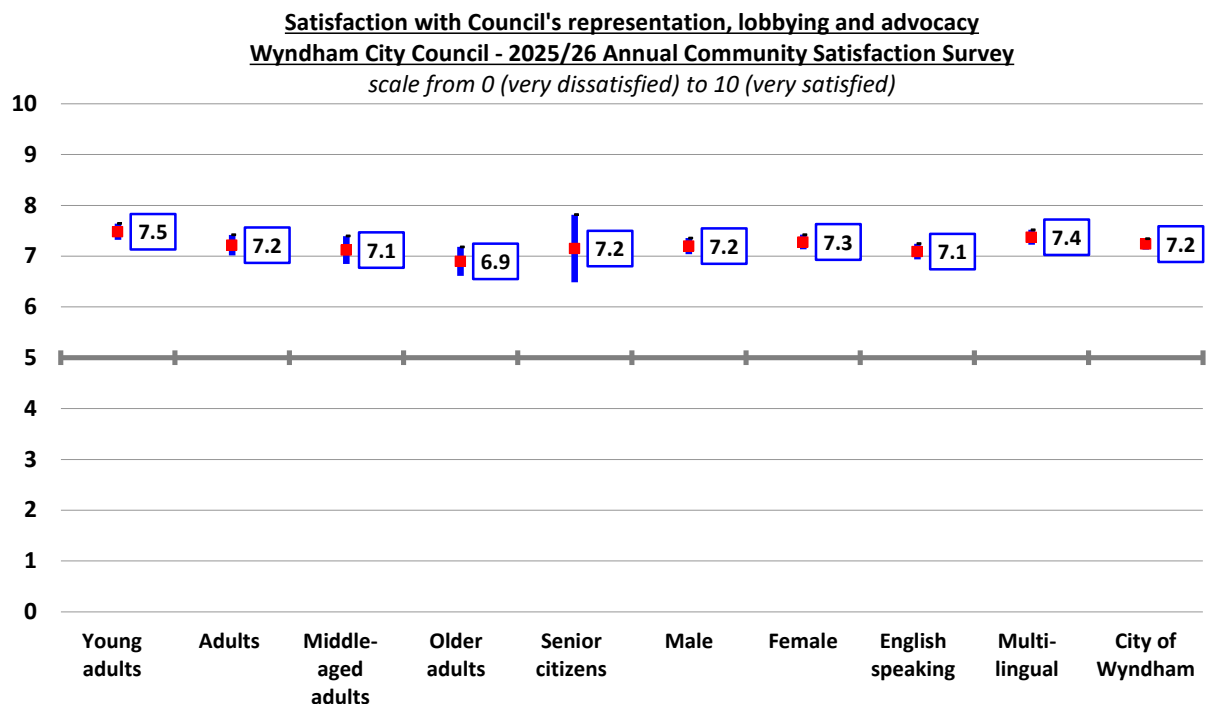


There was measurable variation in this result observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at a “very good” level, while respondents from Point Cook were measurably less satisfied, at a “good” level.



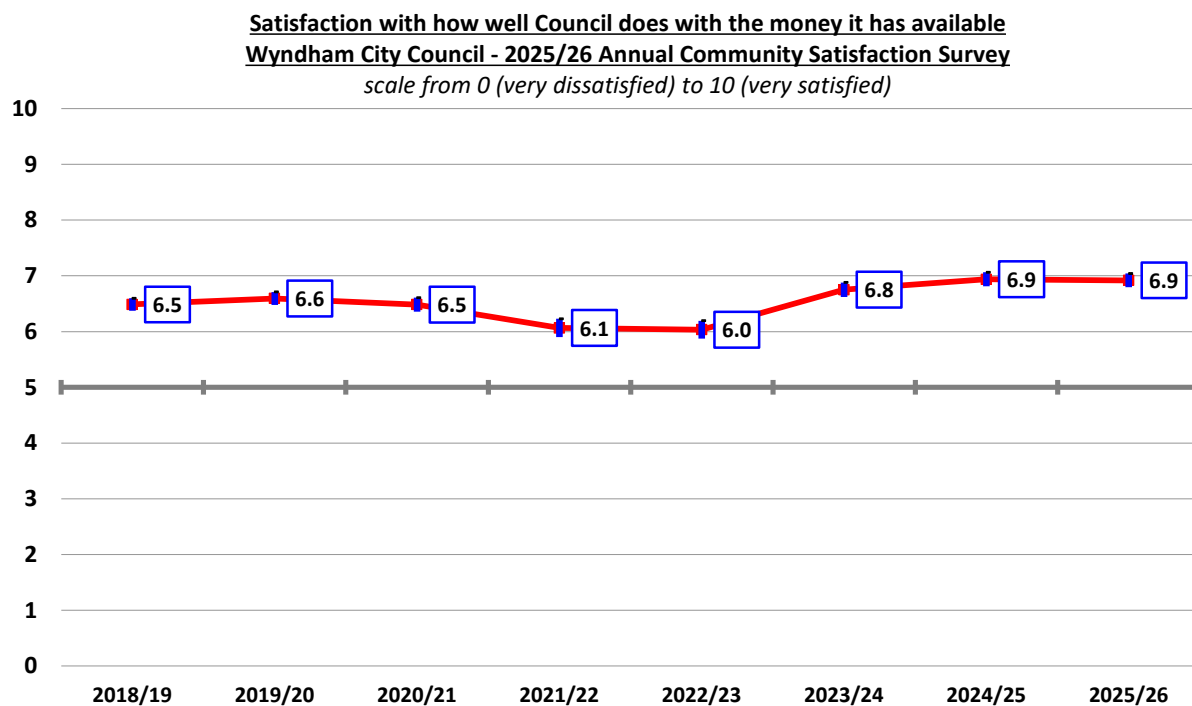
There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at a “very good” level, while older adults (aged 55 to 74 years) were notably (3pts) less satisfied.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

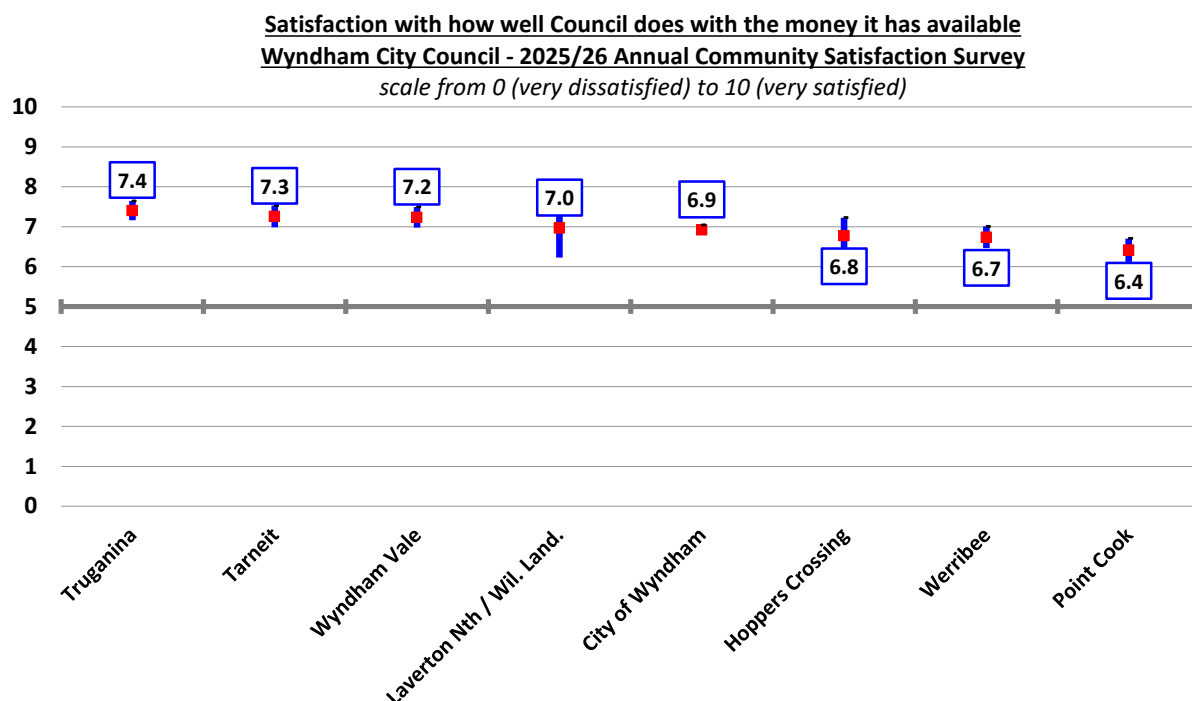


How well Council does with the money it has available

Satisfaction with how well Council does with the money it has available remained stable this year at a historical high of 6.9 out of 10, or a “good” level of satisfaction. This result was measurably higher than the long-term average since 2018/19 of 6.5 out of 10, or “good”.

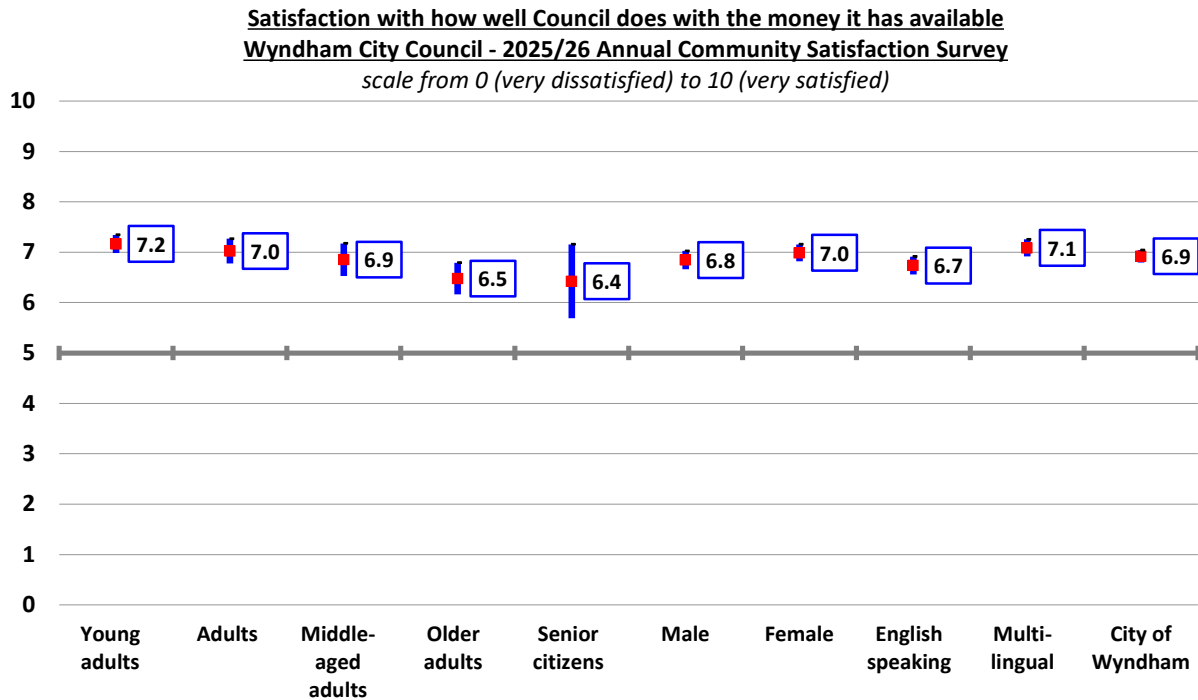


There was measurable variation in this result observed across the municipality, with respondents from Truganina and Tarneit measurably more satisfied than average, and at “very good” levels, while respondents from Point Cook were measurably less satisfied, and at a “solid” rather than a “good” level.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, while older adults (aged 55 to 74 years) were measurably (4pts) and senior citizens (aged 75 years and over) were notably (4pts) less satisfied, and at a “solid” level.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



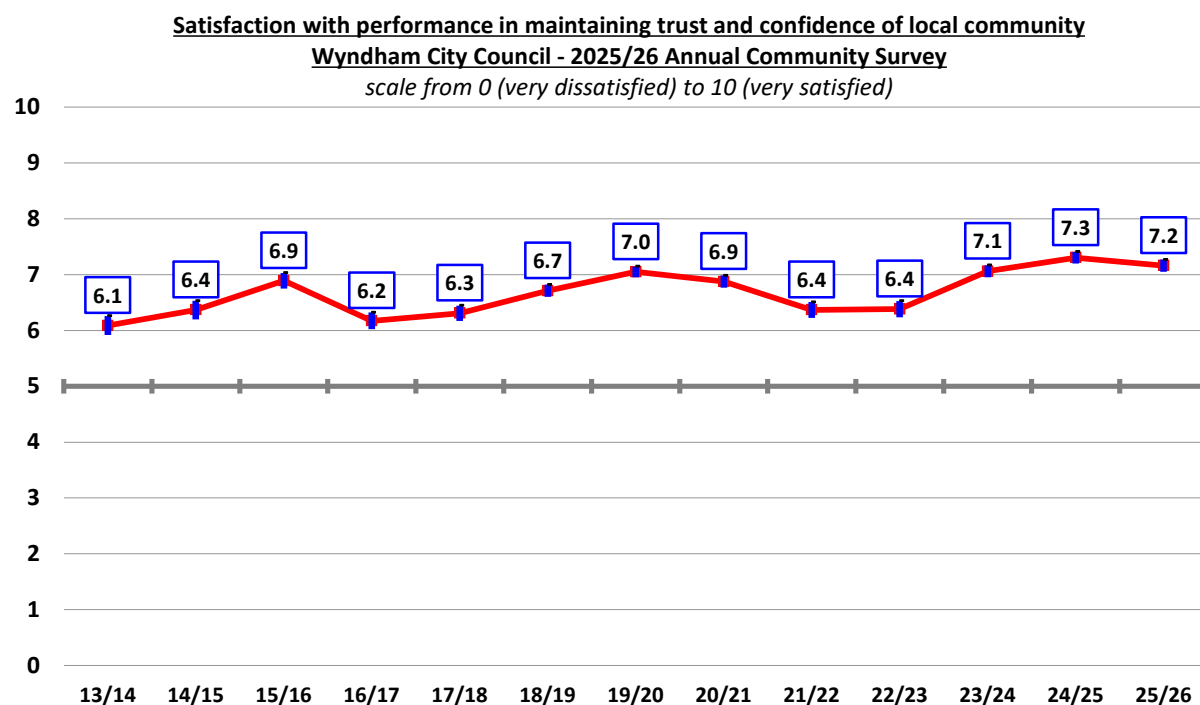
Maintaining trust and confidence of the local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community declined marginally this year, down one percentage point to 7.2 out of 10.

This was the second highest score recorded for this aspect of performance for the City of Wyndham and was measurably higher than the long-term average since 2013/14 of 6.7 out of 10.

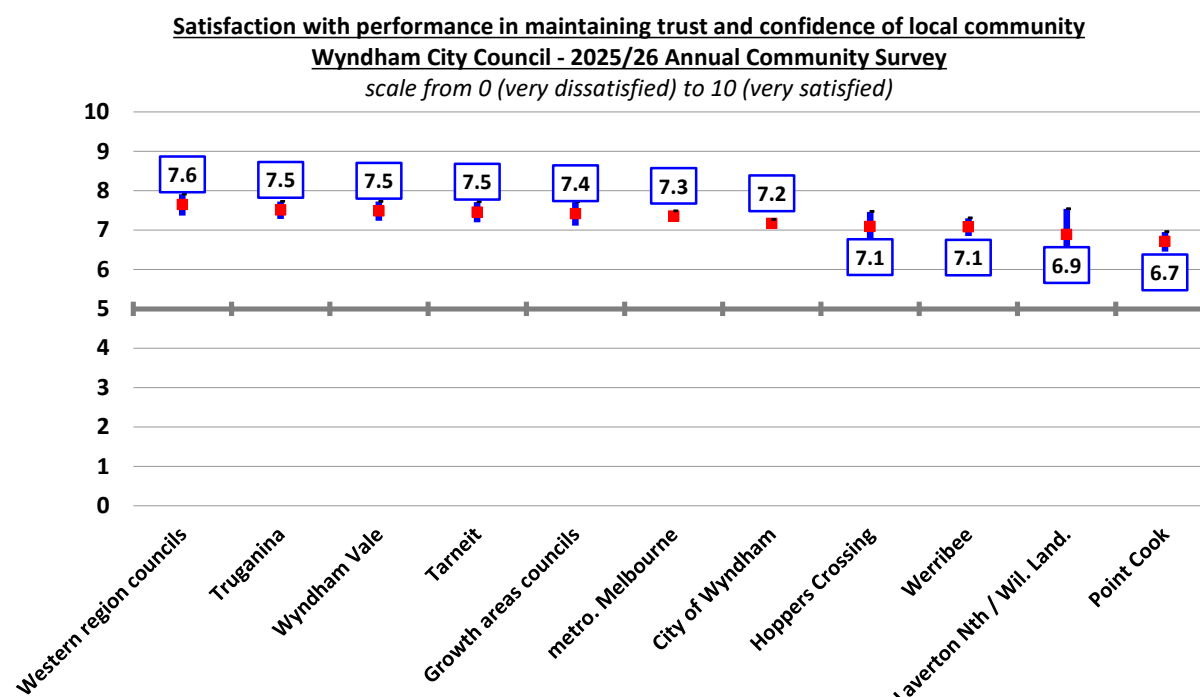
This was a “good”, down from a “very good” level of satisfaction.





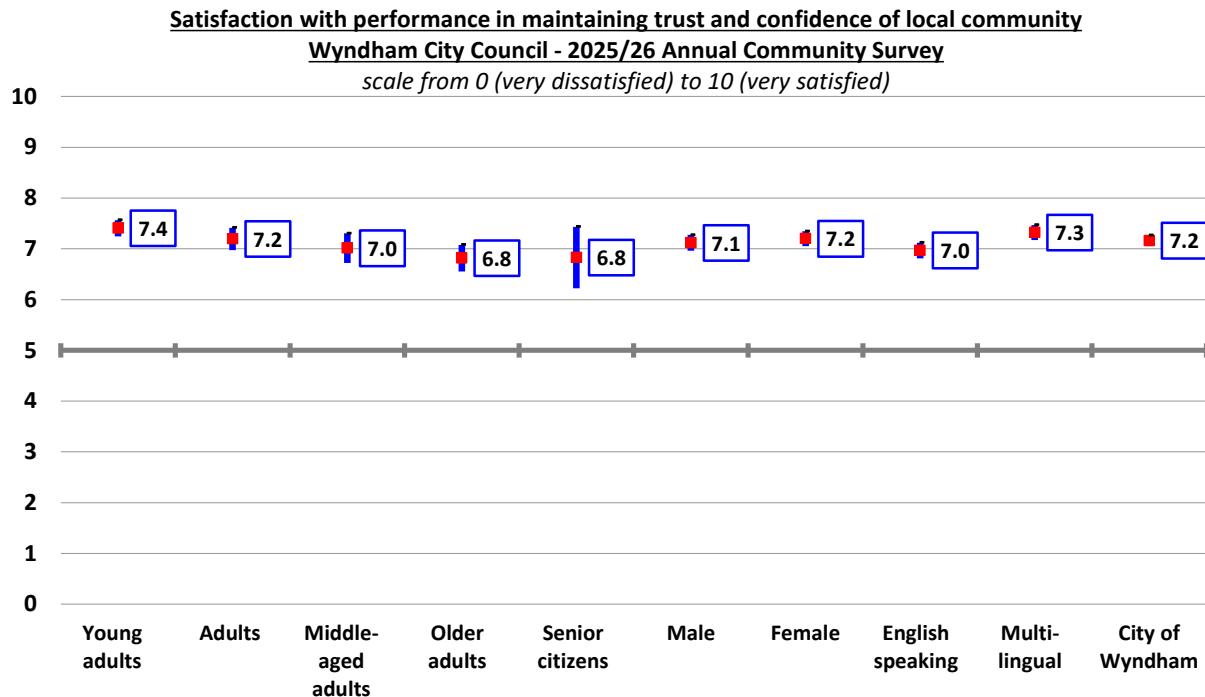
There was measurable variation in this result observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at a “very good” level.

By contrast, respondents from Point Cook were measurably less satisfied than average, although still at a “good” level.



There was measurable variation in this result observed by respondent profile, with older adults (aged 55 to 74 years) measurably (4pts) and senior citizens (aged 75 years and over) notably (4pts) less satisfied, although still both at a “good” level of satisfaction.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

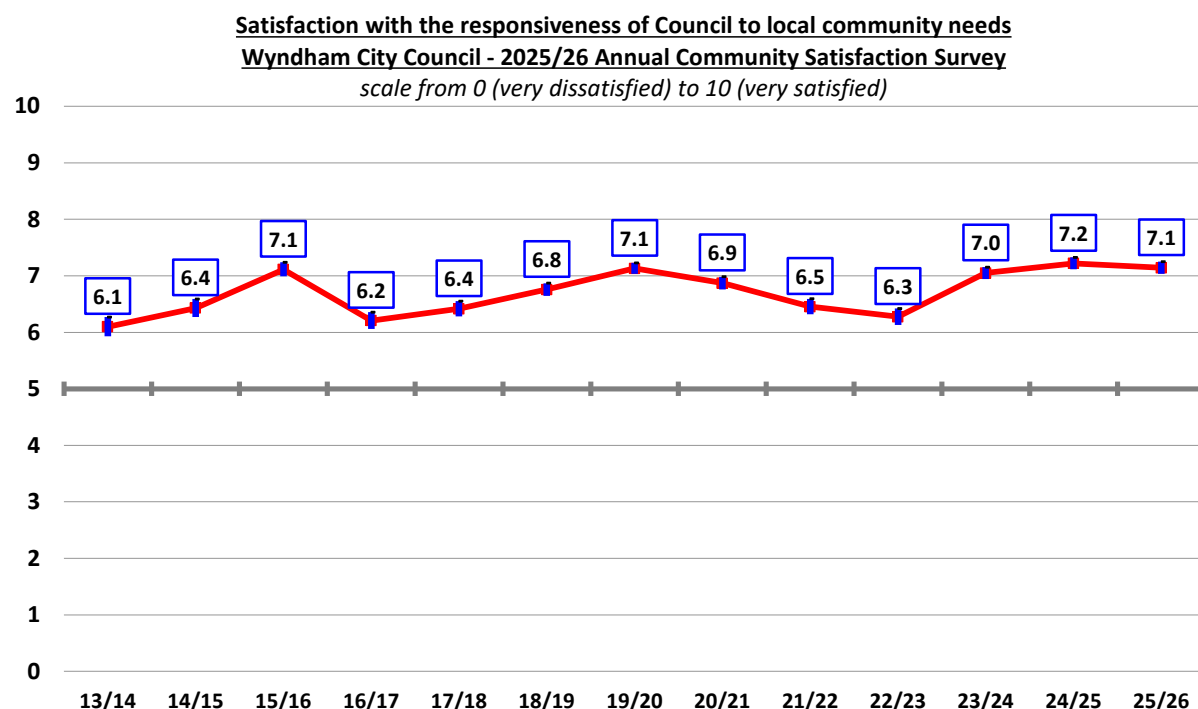


Responsiveness of Council to local community needs

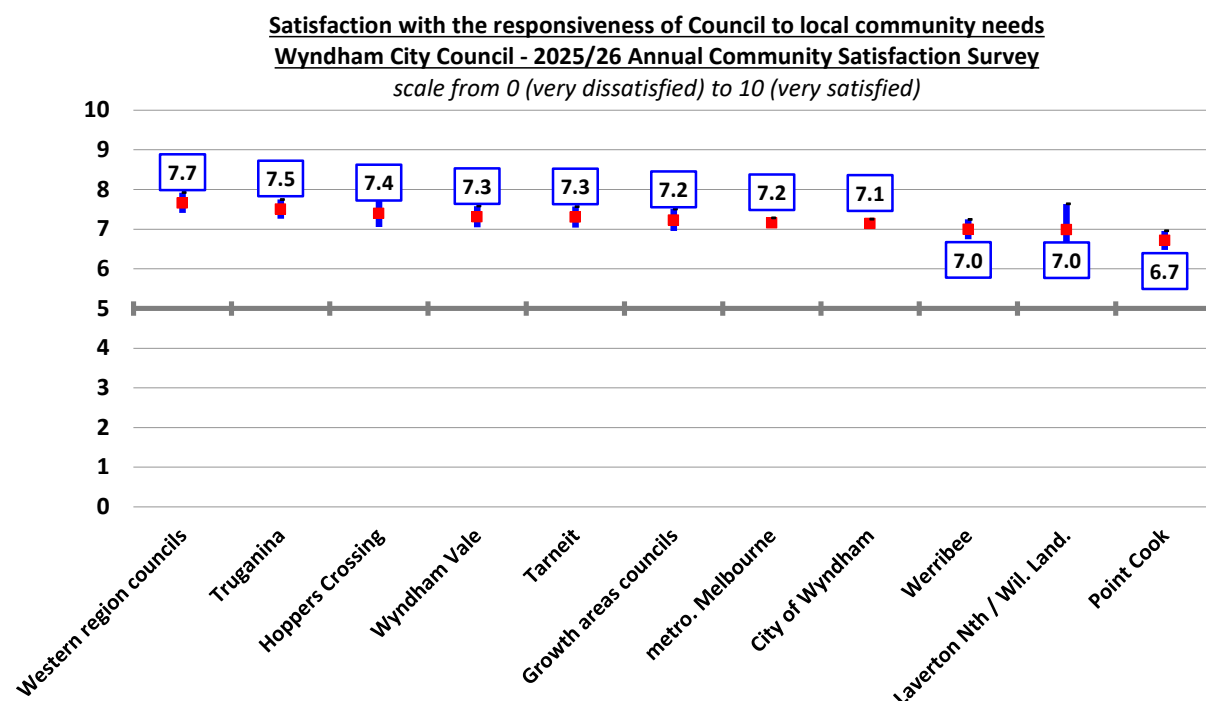
Satisfaction with the responsiveness of Council to local community needs declined marginally this year, down one percentage point to 7.1 out of 10, although it remained at a “good” level.

This was the equal second highest score recorded for this aspect of performance for the City of Wyndham and was measurably above the long-term average since 2013/14 of 6.7 out of 10, or “good”.





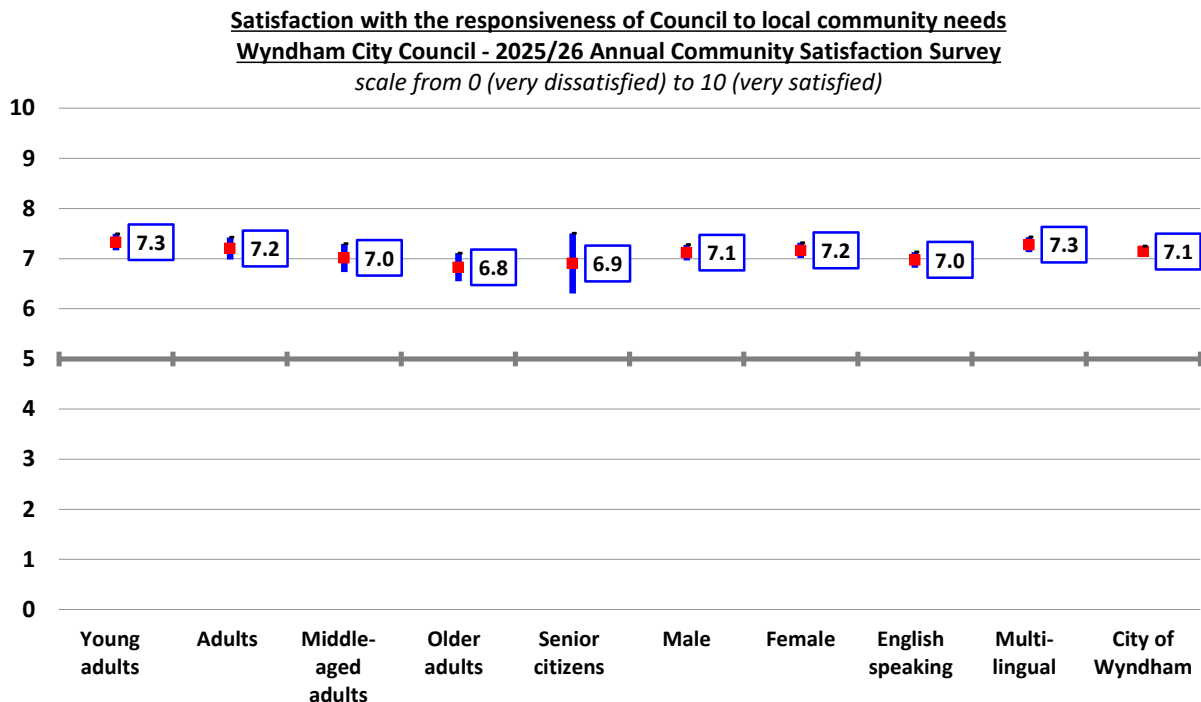
There was measurable variation in this result observed across the municipality, with respondents from Truganina measurably more satisfied than average, and at a “very good” level. By contrast, respondents from Point Cook were measurably less satisfied than average, although still at a “good” level.



There was measurable variation in this result observed by respondent profile, with older adults (aged 55 to 74 years) notably (3pts) less satisfied than average, although still at a “good” level of satisfaction.



Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



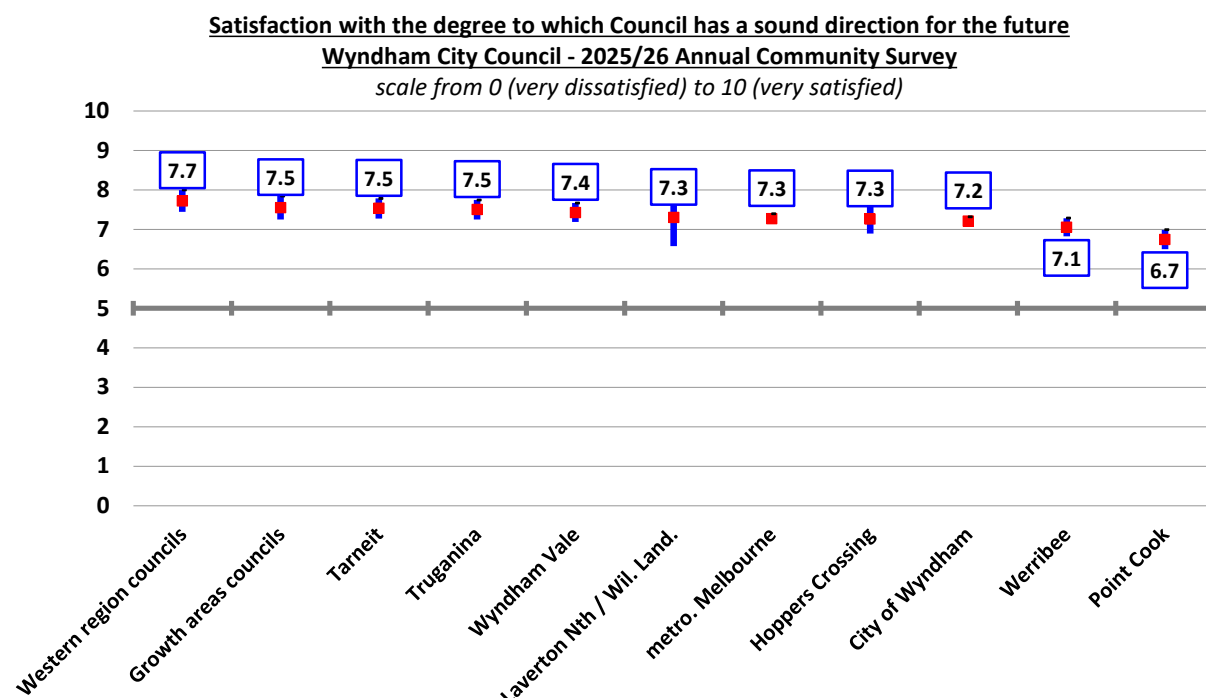
The degree to which Council has a sound direction for the future

This aspect of performance was included in the City of Wyndham survey in this format for the first time this year, and therefore no time series results were available for publication.

This aspect of performance was included to bring the survey into line with the *Governing Melbourne* and LGV research.

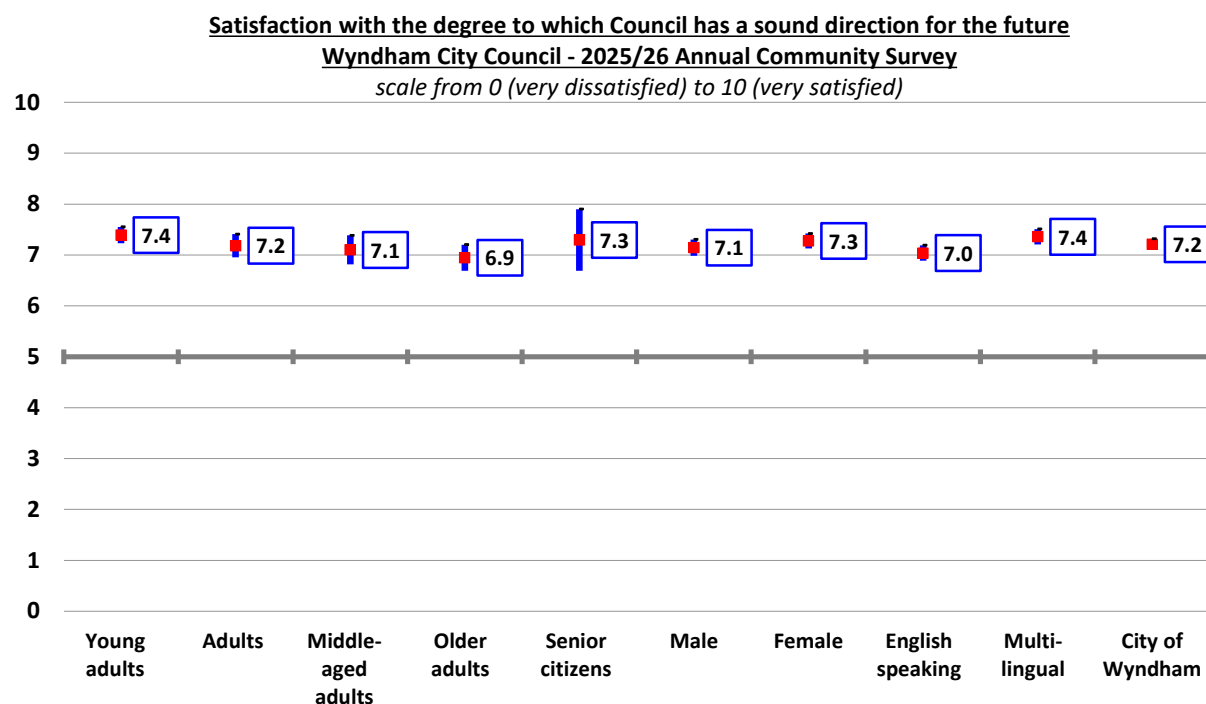
There was measurable variation in this result observed across the municipality, with respondents from Truganina and Tarneit measurably more satisfied than average, and at “very good” levels.

By contrast, respondents from Point Cook were measurably less satisfied, although still at a “good” level of satisfaction.



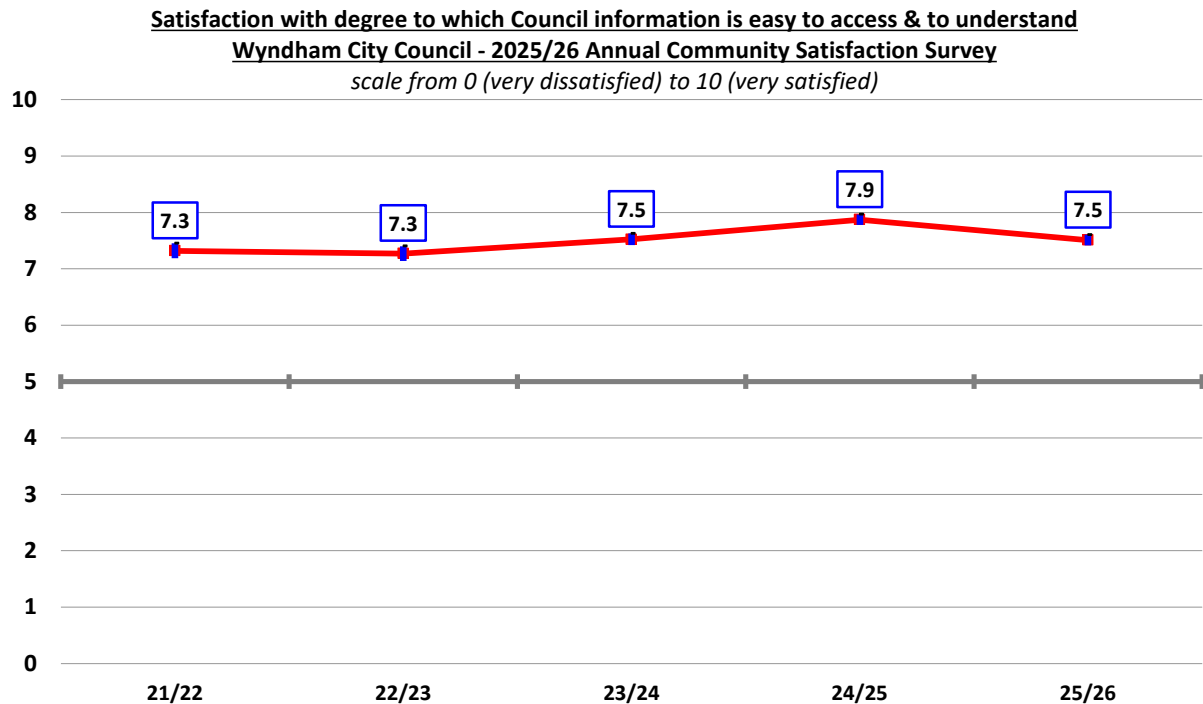
There was measurable variation in this result observed by respondent profile, with older adults (aged 55 to 74 years) notably (3pts) less satisfied than average, although still at a “good” level of satisfaction.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

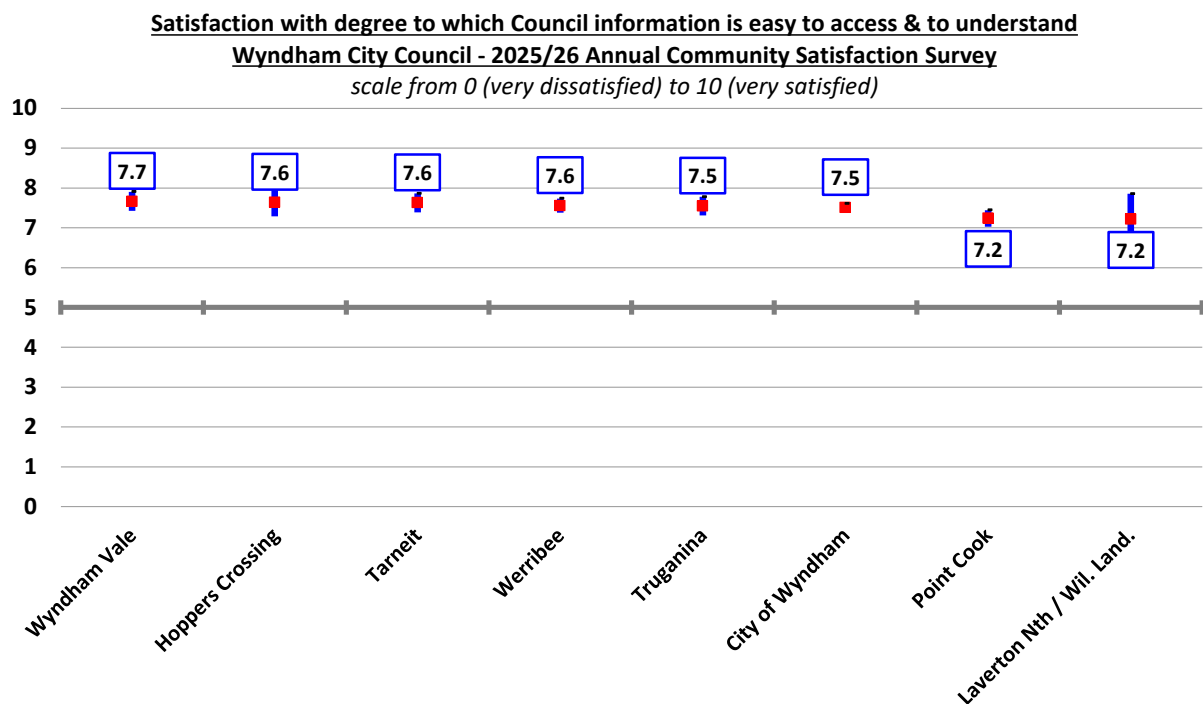


The degree to which Council information is easy to access and to understand

Satisfaction with the degree to which Council information is easy to access and to understand declined measurably this year, down four percentage points (or 5%) to 7.5 out of 10. This was a “very good”, down from an “excellent” level of satisfaction. Despite the decline from a historically high 7.9 last year, satisfaction with this aspect of performance remained consistent with the long-term average satisfaction since 2021/22 of 7.5, or “very good”.

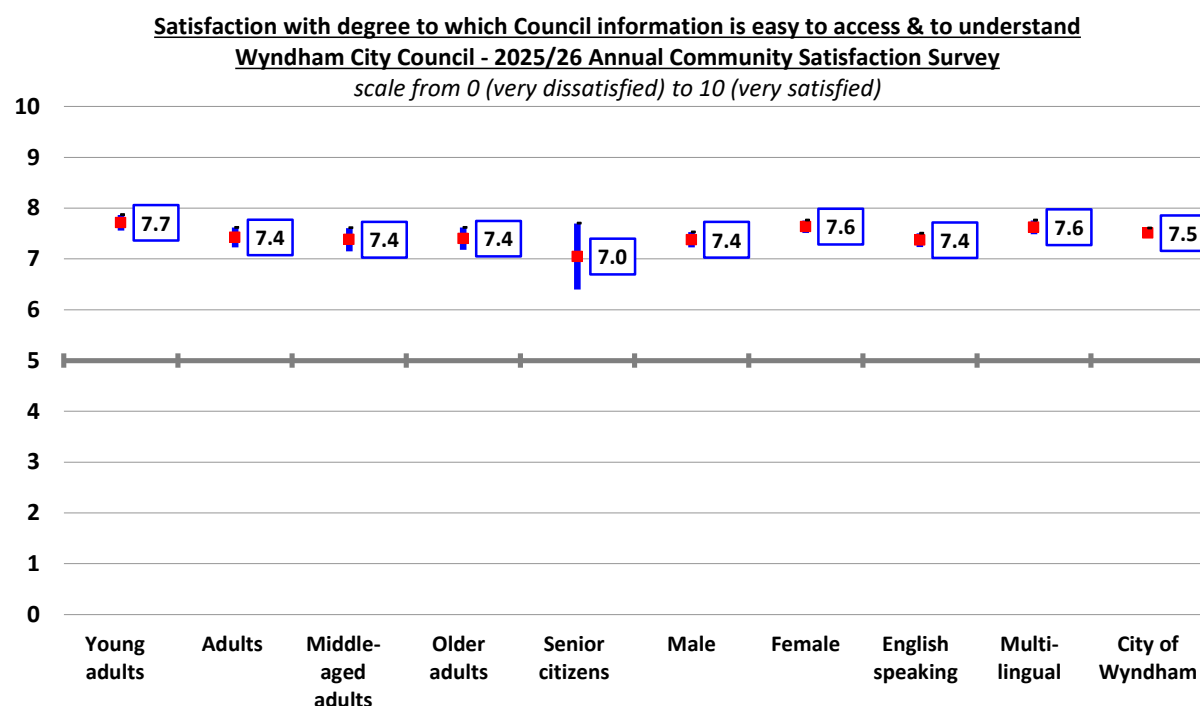


There was no measurable variation in satisfaction with this aspect of performance observed across the seven precincts comprising the City of Wyndham.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, while senior citizens (aged 75 years and over) were notably (5pts) less satisfied than average, and at a “good” rather than a “very good” level.

Female respondents were measurably more satisfied than male respondents, and respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Satisfaction with aspect of Council leadership

In addition to the nine aspects of Council’s governance and leadership performance discussed in the previous sections, the survey included satisfaction with three aspects of Council performance related to Council leadership across a range of policy and community areas.

This was a substantial reduction in the number of aspects included in this section of the survey compared to recent years, down from eight aspects to three.

These three aspects of Council’s leadership performance cover accessibility and inclusiveness; a healthy and active lifestyle; and empowering the community to lead and form social connections.

These questions relating to satisfaction with aspects of Council leadership are unique to the City of Wyndham, and Metropolis Research does not have comparison results from the *Governing Melbourne* research available.

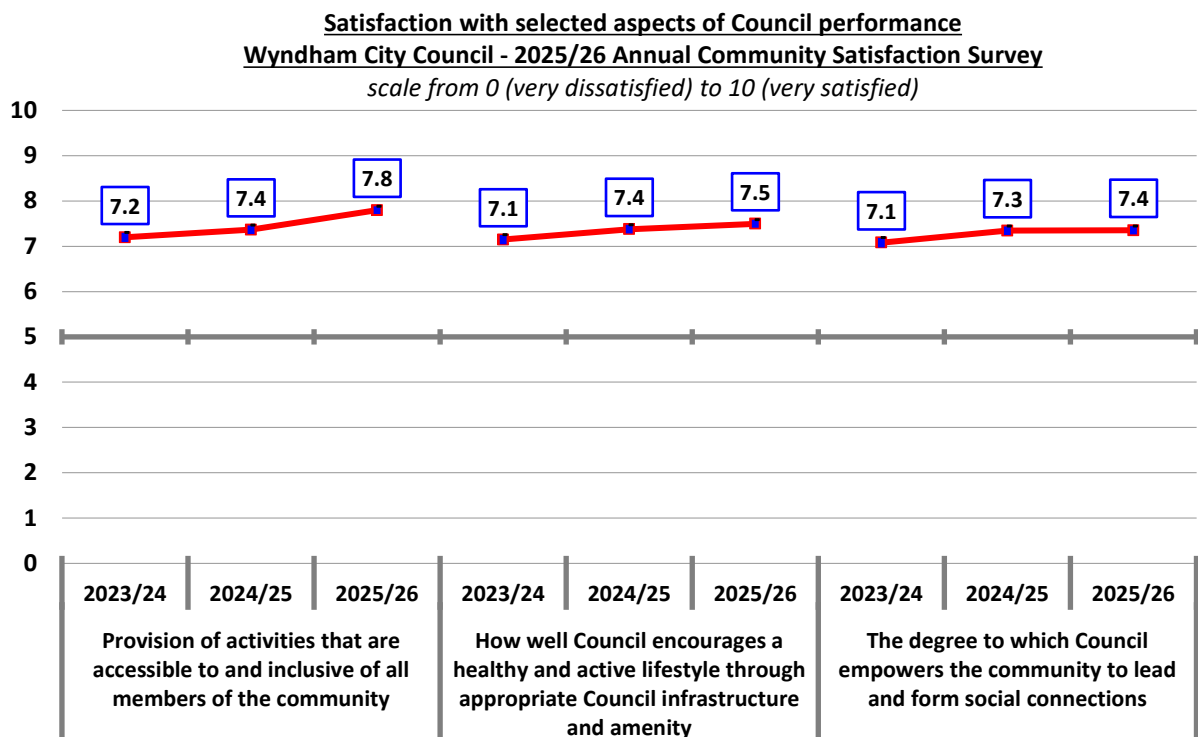


Satisfaction with Council’s performance across these three aspects of Council leadership all increased again this year.

This was a more positive result than the overall satisfaction (down 1pt) and average satisfaction with aspects of governance and leadership (down 1pt), both of which declined marginally from historically high levels.

Metropolis Research notes that several of these aspects of performance are relatively complex aspects of performance, and it can be difficult for respondents to make an informed judgement about the detailed activities that may be part of Council’s performance in these areas.

Some respondents tend to make judgements about these aspects of performance based on the key words in the question, such as ‘inclusive’, ‘healthy’, and ‘social connections’, and can sometimes tend to rate performance based on how satisfied they are with these broader concepts rather than reflecting detailed knowledge of Council’s specific activities in these areas.

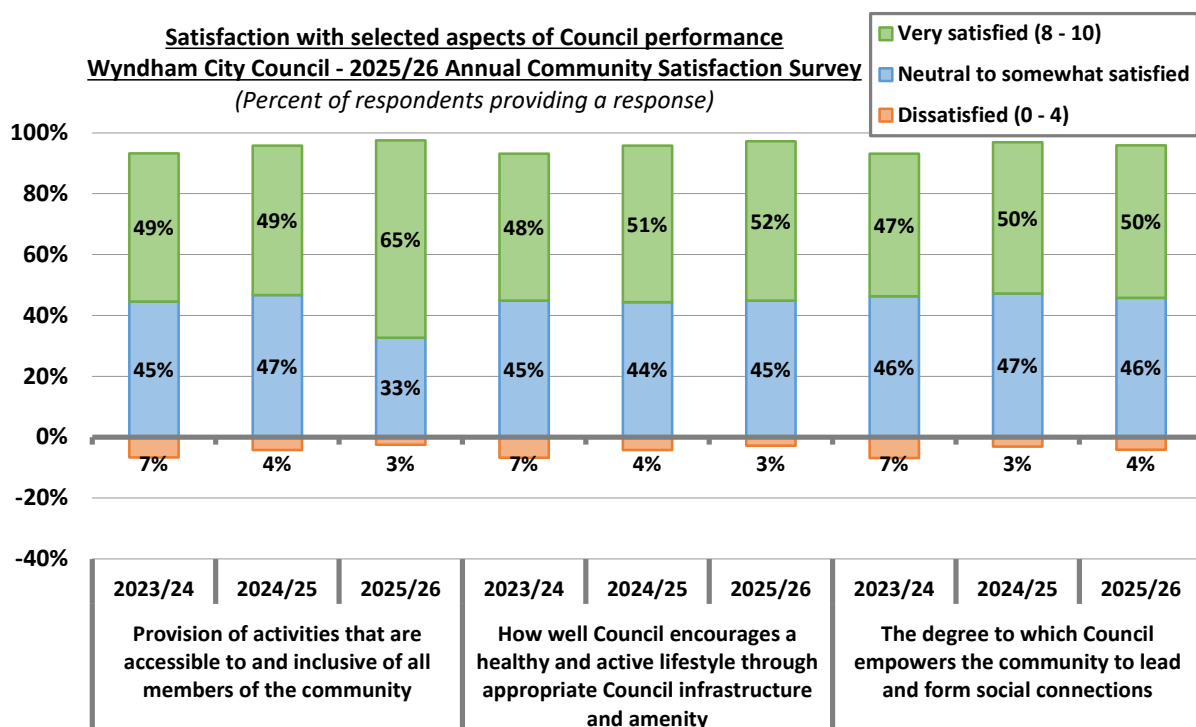


The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that there was a significant increase in the proportion of respondents who were “very satisfied” with the provision of activities that are accessible and inclusive for all members of the community, up from 49% in the last two years to 65% this year.

It is also noted that at least half of the respondents who provided a score were “very satisfied” with Council’s performance encouraging a healthy and active lifestyle and empowering the community to lead and form social connections.

No more than six percent of respondents “dissatisfied” any of these three aspects of performance.



The provision of activities that are accessible to and inclusive of all members of the community

Satisfaction with the provision of activities that are accessible and inclusive to all members of the community increased for the third consecutive year, up a statistically significant four percentage points to 7.8 out of 10.

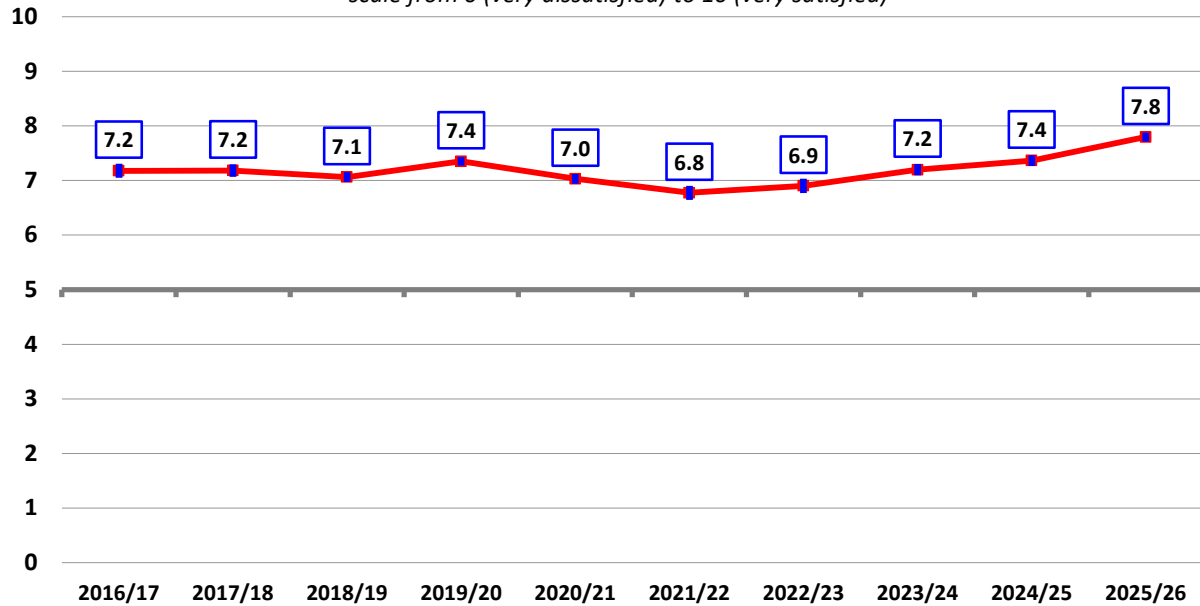
This was an “excellent”, up from a “very good” level of satisfaction and was the highest level of satisfaction recorded for this aspect of performance.

This result was significantly higher than the long-term average satisfaction since 2016/17 of 7.2 out of 10, or “good”.

This significant increase in satisfaction with this aspect of performance was one of the stand-out positive results in the survey this year.

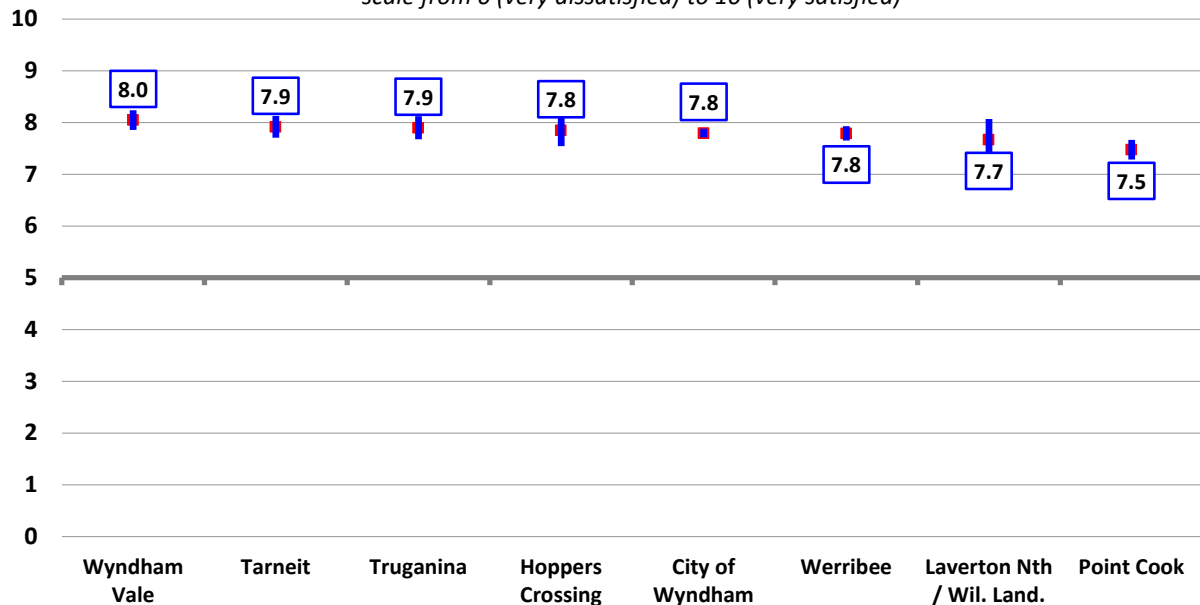


Satisfaction with the provision of activities that are accessible to and inclusive of all members of the community
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed across the municipality, with respondents from Wyndham Vale measurably more, and respondents from Point Cook measurably less satisfied than average, and at a “very good” rather than an “excellent” level.

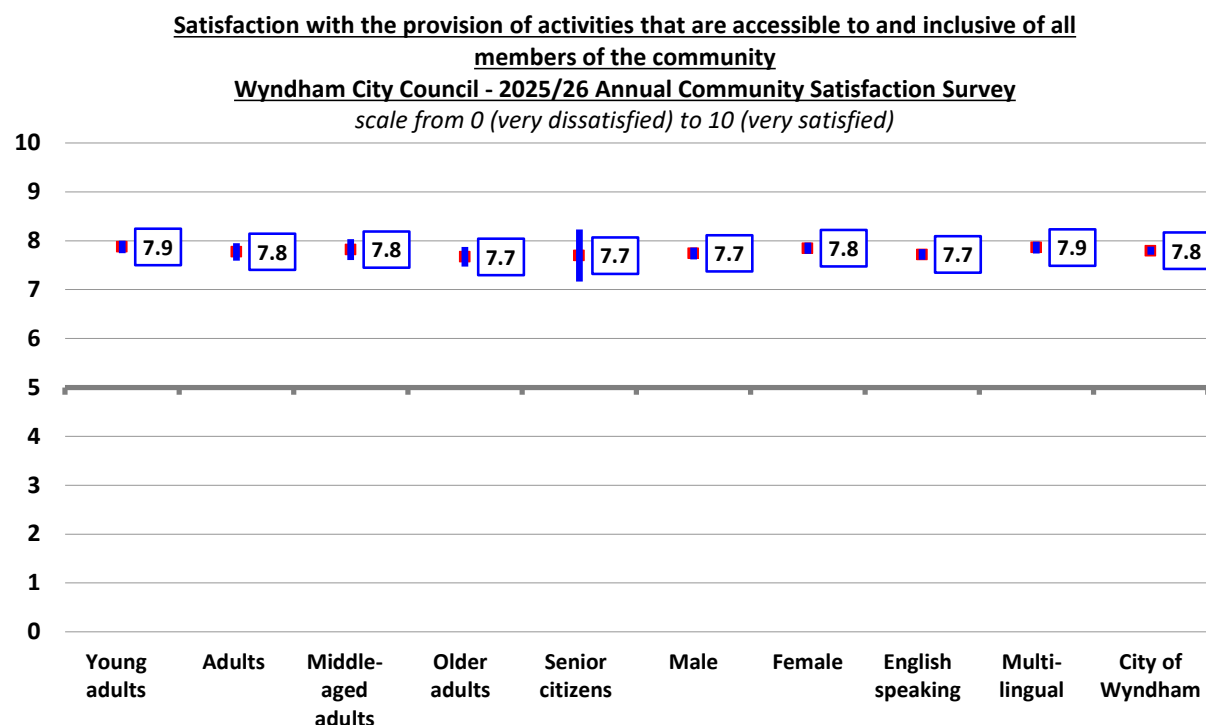
Satisfaction with the provision of activities that are accessible to and inclusive of all members of the community
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no notable variation in satisfaction with this aspect of performance observed by respondent profile.



It is noted, however, that respondents from multilingual households were somewhat (2pts) more satisfied than respondents from English speaking households.



How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity

Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity increased again this year, up one percentage point to 7.5 out of 10.

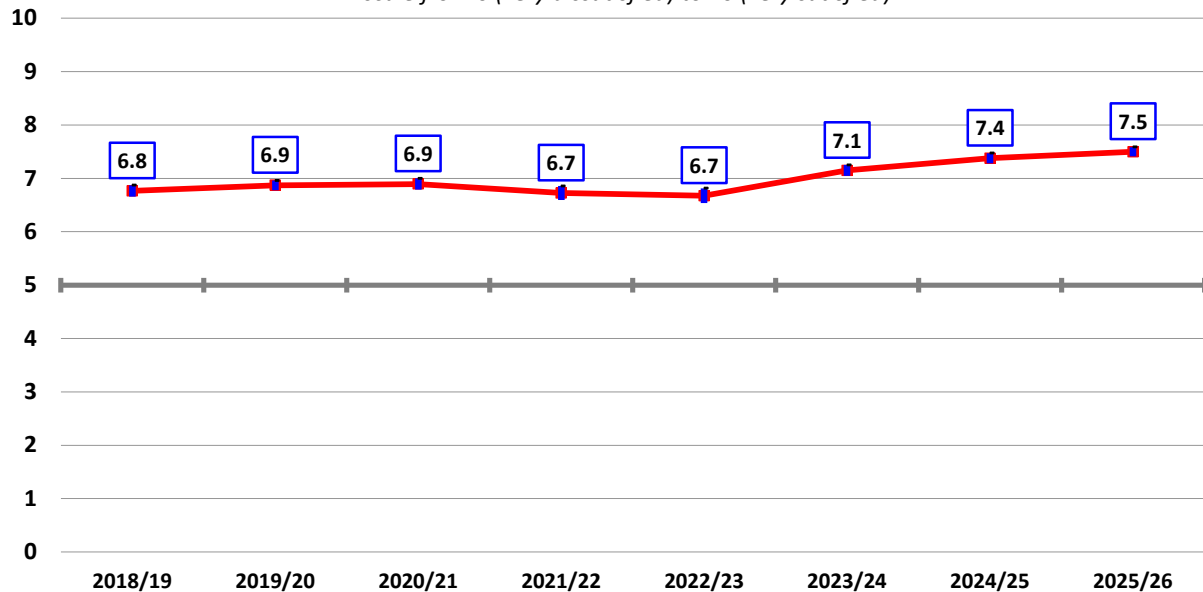
This was the highest satisfaction with this aspect of performance observed for the City of Wyndham, despite remaining at a “very good” level of satisfaction.

Satisfaction with this aspect of performance has increased seven percentage points (or 10%) since the question was first included in the survey back in 2018/19.

This result was measurable above the long-term average satisfaction since 2018/19 of 7.0 or “good”.

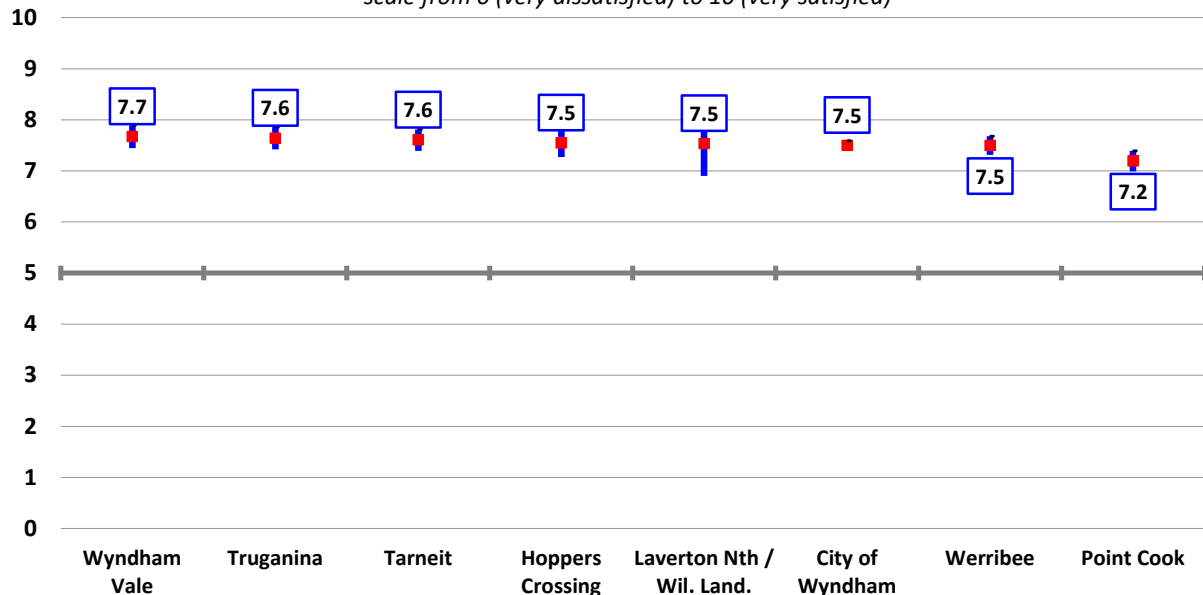


Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



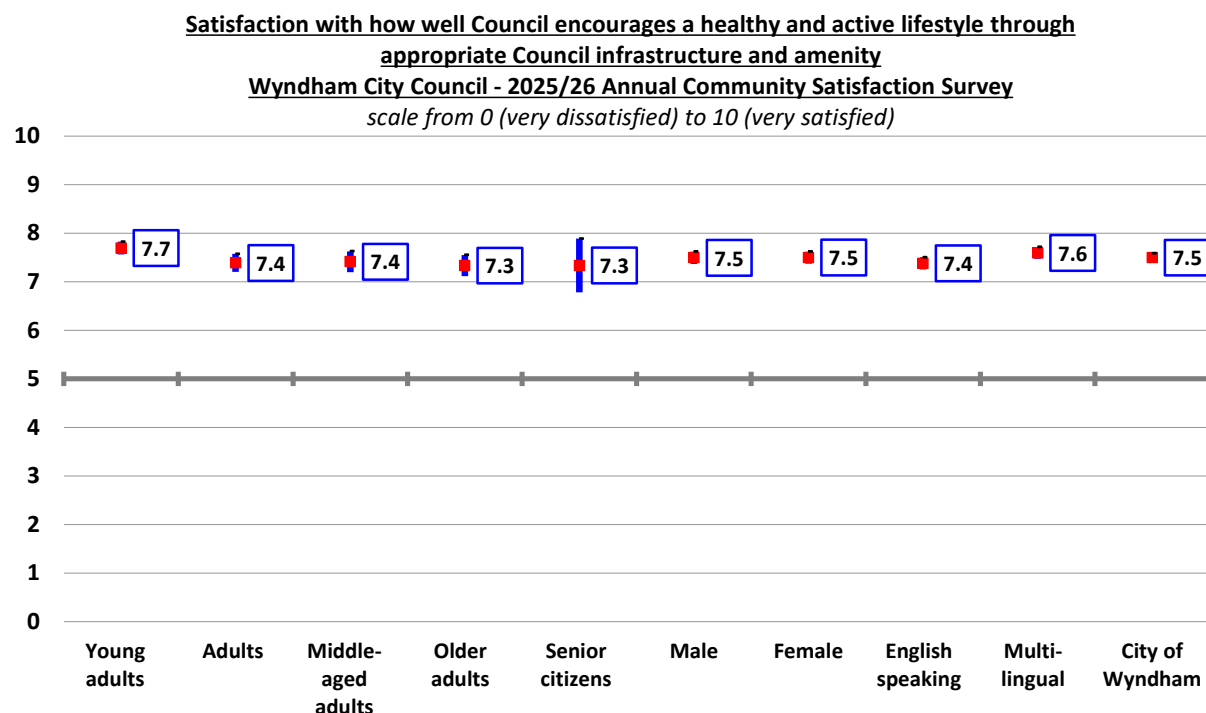
There was measurable variation in this result observed across the municipality, with respondents from Point Cook measurably (3pts) less satisfied than the municipal average, and at a “good” rather than a “very good” level.

Satisfaction with how well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



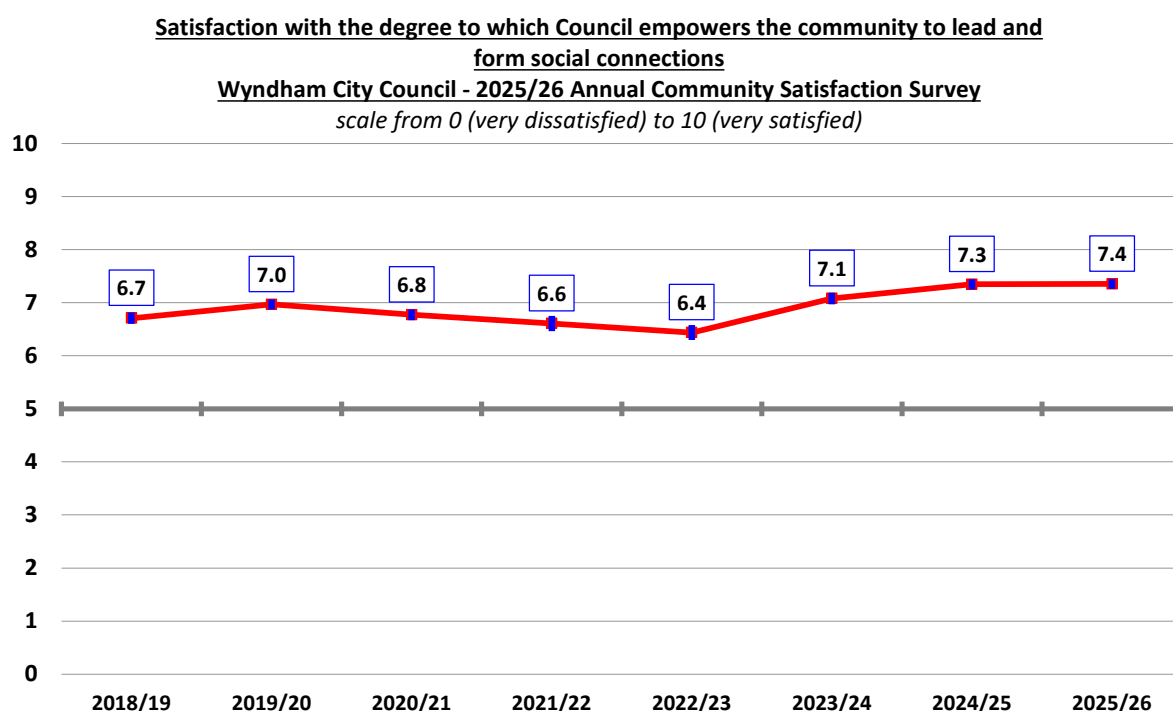
There was measurable variation in satisfaction with this aspect of performance observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average. Respondents from multilingual households were somewhat (2pts) more satisfied than respondents from English speaking households.



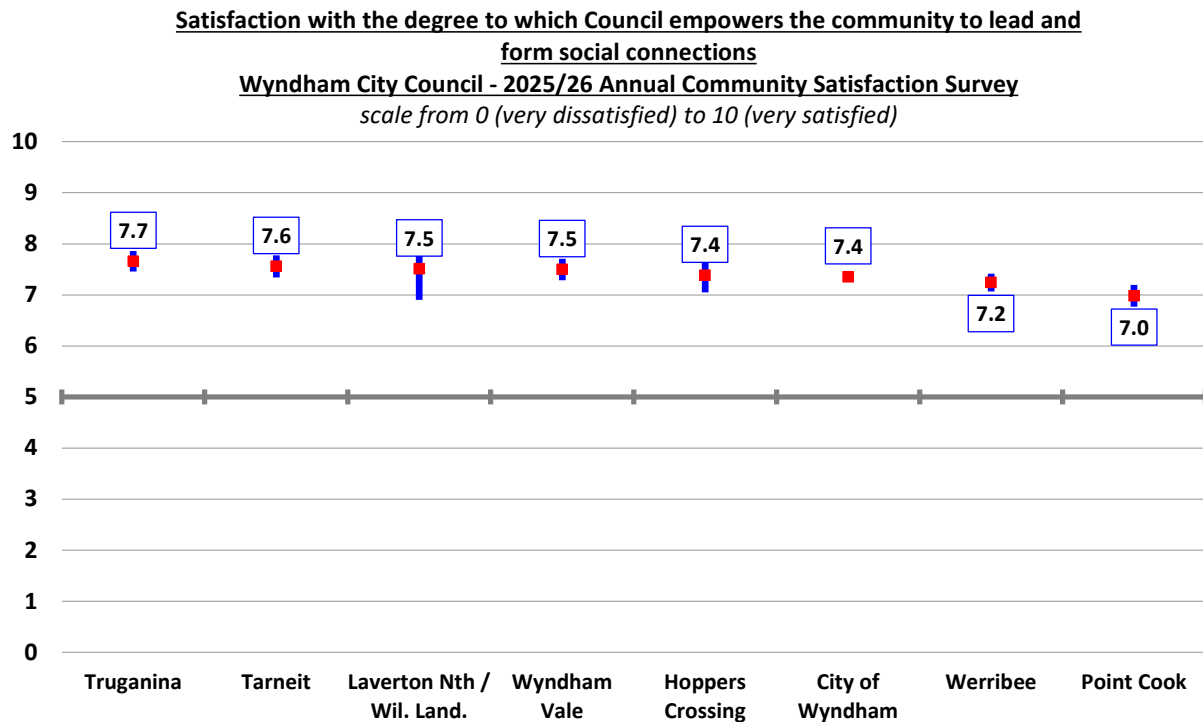


The degree to which Council empowers the community to lead and form social connections

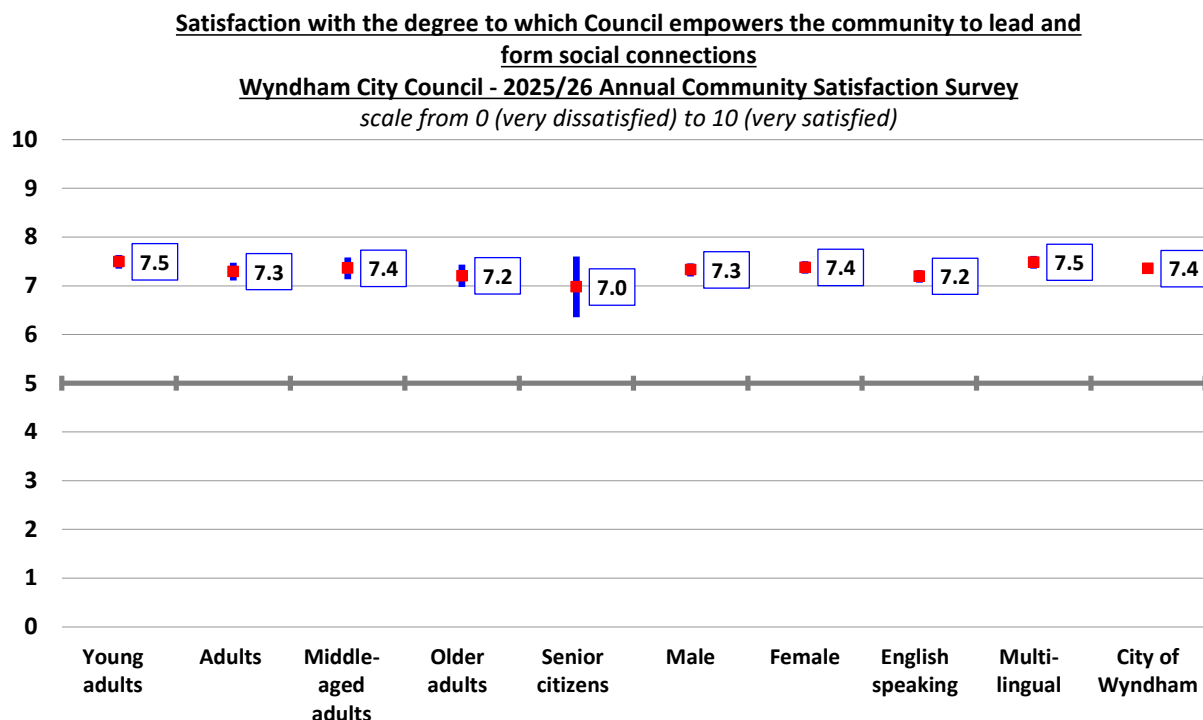
Satisfaction with the degree to which Council empowers the community to lead and form social connections increased marginally this year, up one percentage point to 7.4 out of 10, although it remained at a “very good” level. This was the highest score recorded for this aspect of performance since it was included in the survey program back in 2018/19, and above the long-term average of 6.9 out of 10.



There was measurable variation in this result observed across the municipality, with respondents from Truganina measurably more, and respondents from Point Cook measurably less satisfied than the municipal average, and at a “good” rather than a “very good” level.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, while senior citizens (aged 75 years and over) were notably (4pts) less satisfied and at a “good” rather than a “very good” level. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Planning and housing development

Planning for population growth by all levels of government

Respondents were read the following preamble, and then asked:

The City of Wyndham is growing, and by 2051 it is expected to accommodate an additional 15,600 residents, taking the population to a total of 333,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

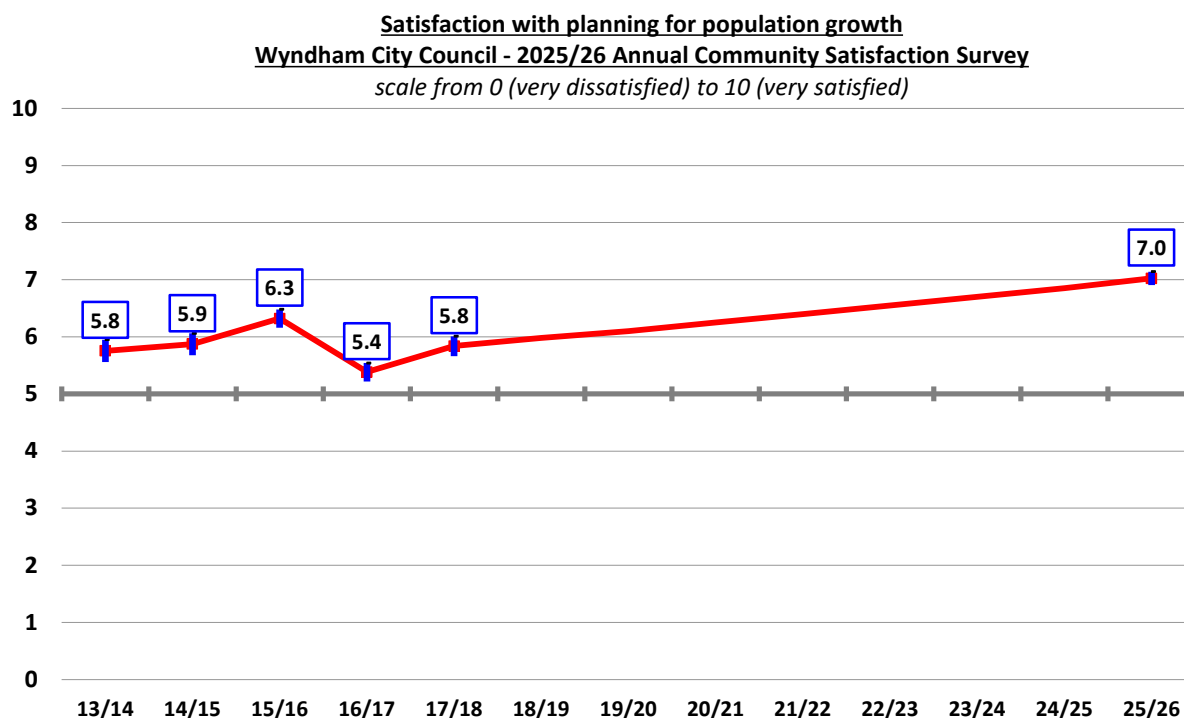
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government). If rated satisfaction less than 5, what concerns you most about population growth in the City of Wyndham?”

This question relating to planning for population growth ‘by all levels of government’ was last included in the survey program back in 2017/18 (pre-pandemic).

The question specifically refers to planning by all levels of government, in acknowledgement that the community does not necessarily have sufficient information to be able to meaningful distinguish between the planning responsibilities of local and state governments.

Satisfaction with planning for population growth by all levels of government in the City of Wyndham was 7.0 out of 10, or a “good” level of satisfaction. This was a measurable and significant increase of 12 percentage points (or 21%) since 2017/18.

By way of comparison, however, this result was measurably lower than growth area council’s average of 7.6 and notably lower than the western region councils’ average of 7.5. It was identical to the metropolitan average of 7.2 out of 10.



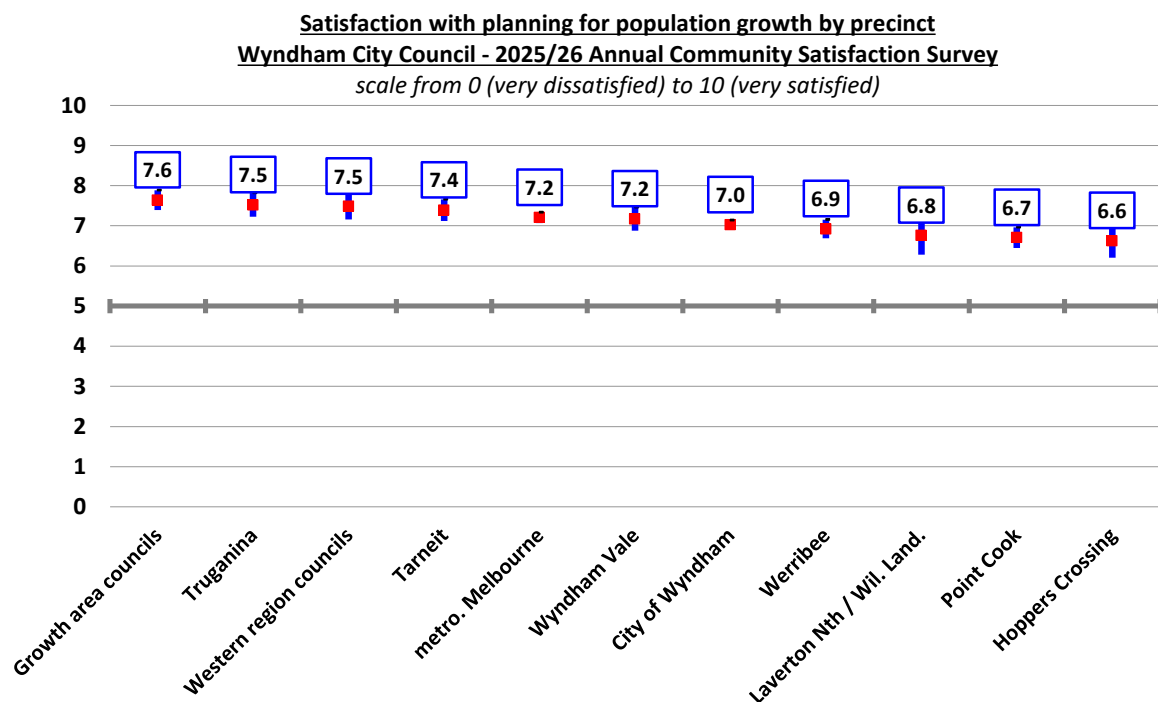
This was a significant increase strongly suggesting that community satisfaction with planning for population growth has improved over the last eight years. Metropolis Research is of the view that the change in the profile of the Wyndham community over the last eight years will have been a significant factor underpinning this increase.

This reflects the fact that over the last eight years, the population has increased approximately 58%, which means that the proportion of the population that have made choices to move into the City of Wyndham represents a larger proportion of the population.

That does not mean that all new residents are satisfied with the planning for population growth, but there is clearly an inverse relationship between period of residence in the municipality and satisfaction with planning for population growth.

Consistent with this underlying trend, there was measurable variation in satisfaction with planning for population growth observed across the municipality, with respondents from Truganina and Tarneit measurably more satisfied than average, and at “very good” levels.

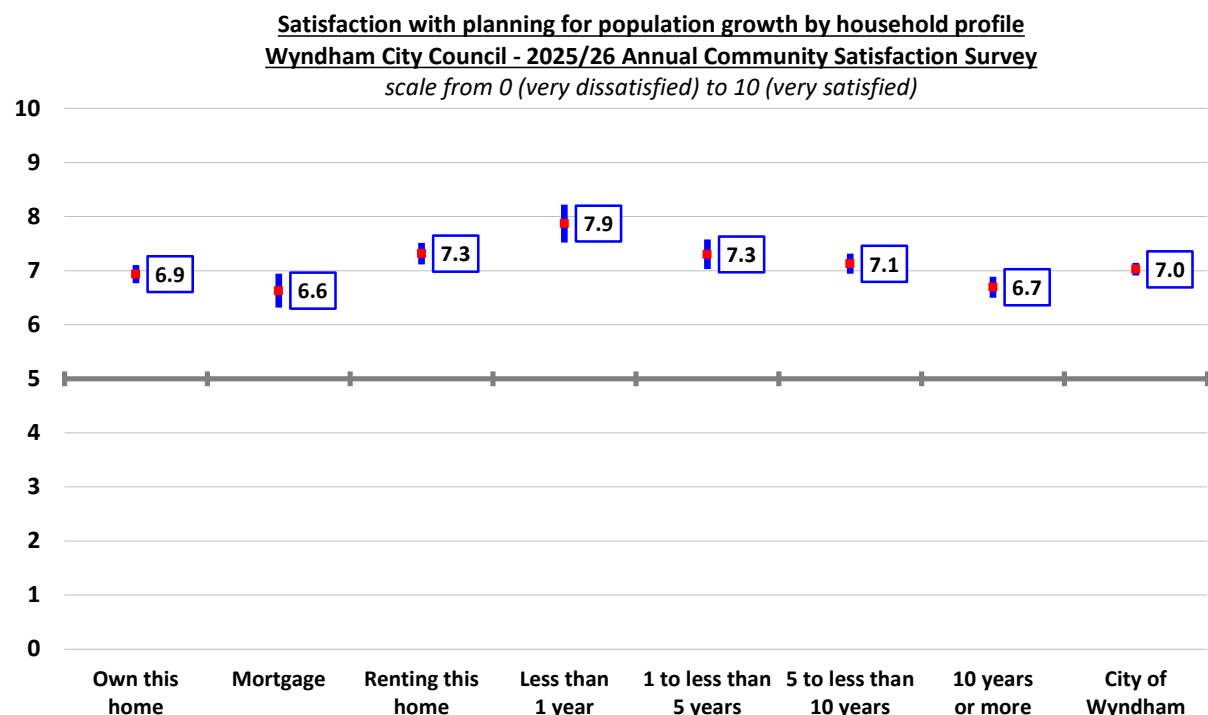
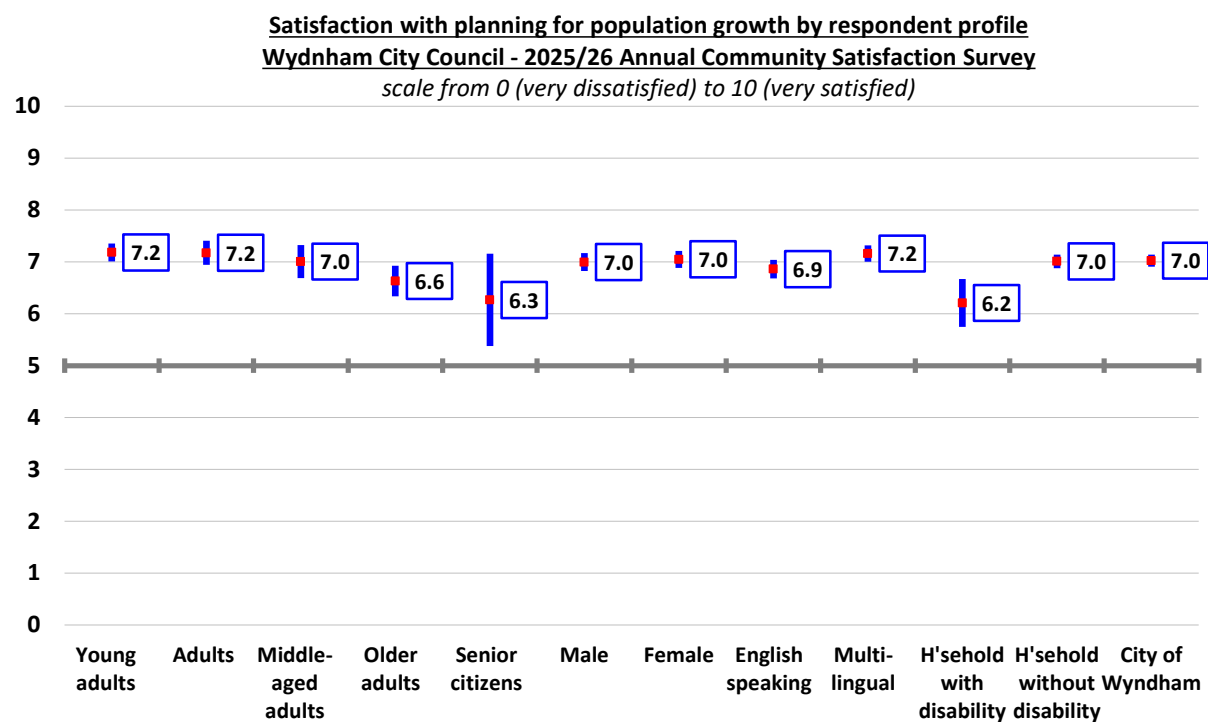
By contrast, respondents from Point Cook (3pts) and Hoppers Crossing (4pts) were notably less satisfied than average, although still at a “good” level.



There was also significant variation in satisfaction with planning for population growth by all levels of government observed by respondent profile housing situation, and period of residence in the municipality, as follows:

- **Age structure** – satisfaction declined notably with the respondents’ age, from 7.2 for young adults (aged 18 to 34 years) to 6.3 or “solid” for senior citizens (aged 75 years and over).
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.
- **Disability status** – respondents from households with a member with disability were measurably and significantly (8pts) less satisfied than other respondents, and at a “solid” level.

- **Housing situation** – mortgagor household respondents were measurably less satisfied than average, while rental household respondents were measurably more satisfied, and at a “very good” level.
- **Period of residence** – satisfaction declined measurably with the respondents’ period of residence in the municipality, from an “excellent” 7.9 out of 10 for new residents (less than one year in the municipality) to a low of 6.7 or “good” for long-term residents (10 years or more in the municipality).



Reasons for dissatisfaction with planning for population growth

There were 172 comments received from respondents who were not satisfied with planning for population growth by all levels of government.

These comments have been broadly categorised, as follows:

- | | |
|---|-------------|
| • Impacts on parking, traffic, roads and public transport | 61 comments |
| • Impacts on infrastructure | 32 comments |
| • Impacts on services and facilities | 25 comments |
| • Planning and housing development related | 18 comments |
| • Perceived overpopulation / population issues | 15 comments |
| • General negative comments | 9 comments |
| • Impacts on parks, gardens, open spaces and trees | 6 comments |
| • Other issues (including not further defined) | 6 comments |

It is noteworthy that the most common perceived negative impacts of population growth in the City of Wyndham related to the impacts on traffic, roads, parking, and public transport.

This is consistent with the significance of traffic management related issues (21% of all respondents), parking (7%), and public transport (4%).

Reasons for dissatisfaction with planning for population growth
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Parking, traffic, roads and public transport</i>	
Traffic congestion	10
Lack of roads	8
Roads are already at full capacity so I cannot imagine how much worse it would get	5
Lack of adequate public transport	3
Roads are not wide enough to prevent traffic congestion	3
Traffic increase is not being properly addressed	3
Lack of parking	2
Need more train stations	2
No planning of public transport	2
No planning of roads structure	2
Roads are not adequate for such a large population	2
We need connecting roads	2
A single lane road is constructed and then repeatedly upgraded	1
Buses do not show up	1
David John Dr capacity is not in order	1
It takes 45 minutes to reach Laverton to receive my grandson	1
Lack of transport frequency	1
Limited public transport options like train and buses	1

Need better facilities for the kids to travel to school etc.	1
Need more buses	1
No space in the trains	1
Not enough bus routes for my children to get to the train station	1
Provision of transport infrastructure	1
Public transport is not good	1
Roads are developed after houses are built	1
Roads going in and out of Werribee have too much traffic congestion depicting how we are not up to date with road infrastructure	1
Some roads undergo construction up to four times, which is an inefficient use of ratepayers' money	1
There is no nearest train station to Point Cook	1
Trains keep getting cancelled	1
Total	61

Infrastructure

Lack of infrastructure	12
Rate of population growth does not match the infrastructure development	9
Inadequate infrastructure for the population	4
Infrastructure is poor	2
Infrastructure development required	1
No infrastructure planning in place for future	1
No proper infrastructure for the current population	1
Not enough road infrastructure	1
Overcrowding with no infrastructure	1
Total	32

Services and facilities

Basic facilities like health services are not enough for the current population	4
People are deprived of basic recreational services and facilities	4
Lack of hospitals / emergency facilities	3
Lack of schools	2
Amenities are not adequate for such a large population	1
Lack of theatres	1
Lack of things for youth	1
Need more community centres	1
Need more police stations	1
Need more shopping centres	1
No badminton	1
No stadiums	1
Not enough public gymnasiums	1
Not enough sporting facilities	1
Not enough swimming pool	1
Size of schools	1
Total	25



Planning and housing development

Availability of housing / accommodation	3
No clue if there is any actual planning	3
Planning appears to be poorly managed	2
There needs to be more housing to accommodate growing population because currently it is all crammed to each other	2
Any more housing commission is not needed	1
I do not like the haphazard unplanned growth in Point Cook which will eventually have consequences in the future	1
Lack of affordable housing	1
Not enough land being opened up	1
Size of house	1
They need to look at the bigger picture and fix the crime, before building more new developments	1
They need to look at the bigger picture and fix the wildlife first, before building more new developments	1
Too many houses	1
Total	18

Population

Overcrowded	5
Too much influx of people	3
We cannot accommodate growing population well	2
No proper or adequate measures are being taken to keep up with the growing population	1
No planning for overpopulation	1
There are already too much crowd and density, we just want it peaceful and quiet	1
Too many homes popping here and there	1
Too much population growth in a short time	1
Total	15

General negative

It is a mess / not managed well	2
Only reactive not proactive	2
Increase in the number of people without basic knowledge	1
Increase in the number of people without civic sense	1
It does not have a vision	1
Not enough is being provided	1
Planning vs greed. Council approving any plans that provide money	1
Total	9



<i>Parks, gardens, open spaces and trees</i>	
Lack of parks to accommodate the population	2
Need more playgrounds	1
No planning for open green spaces	1
Not many recreation facilities	1
Parks are too small	1
Total	6
<i>Other</i>	
Increase of homeless people	1
Local jobs	1
No thought about schooling zones in this growing area	1
Not enough employment opportunities causing people to leave the area	1
Point Cook has been neglected	1
There has been no thought about accessibility to the city	1
Total	6
Total responses	172

Satisfaction with aspects of planning and housing development

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area.”

This set of questions relating to satisfaction with aspects of planning and housing development was included in the community satisfaction survey program for the first time this year.

Satisfaction with both the design of public spaces and the appearance and quality of new developments was recorded at “very good” level.

These results were identical to the metropolitan averages, as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

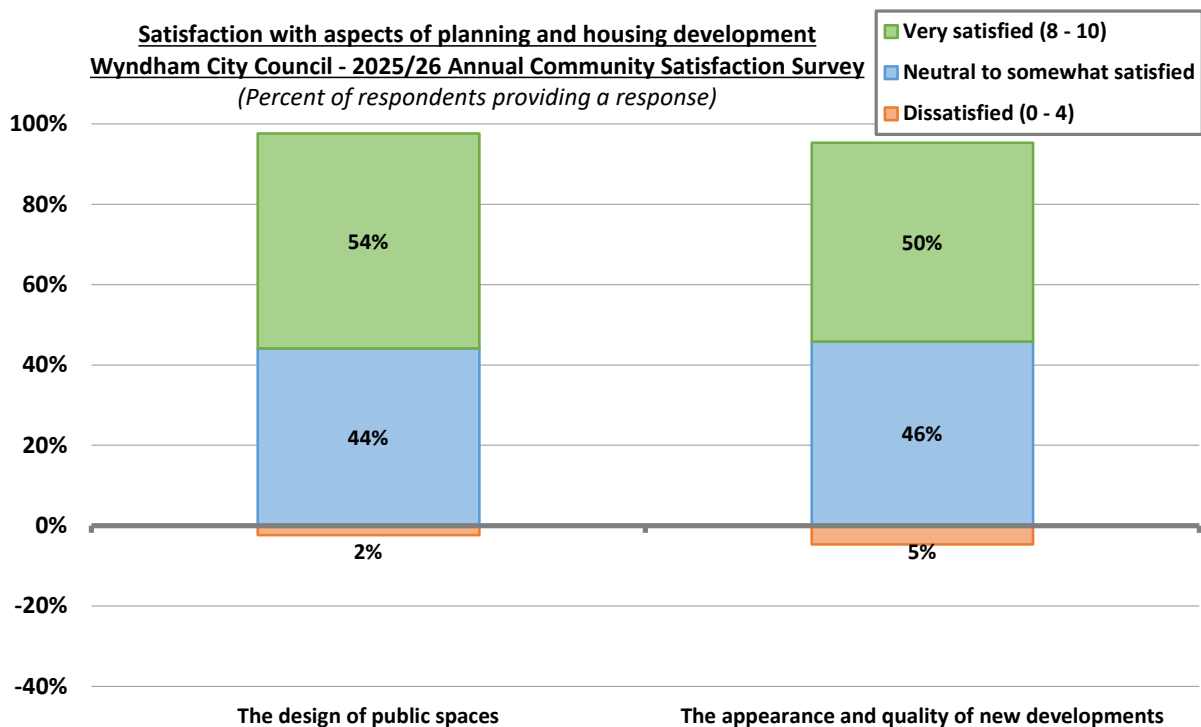
Satisfaction with these planning and development outcomes was, however, somewhat lower than both the western region and growth area councils’ averages, also recorded in *Governing Melbourne*.





The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

At least half of the respondents who provided a score were “very satisfied” with both planning and development outcomes, while five percent were “dissatisfied” with the appearance and quality of new developments.



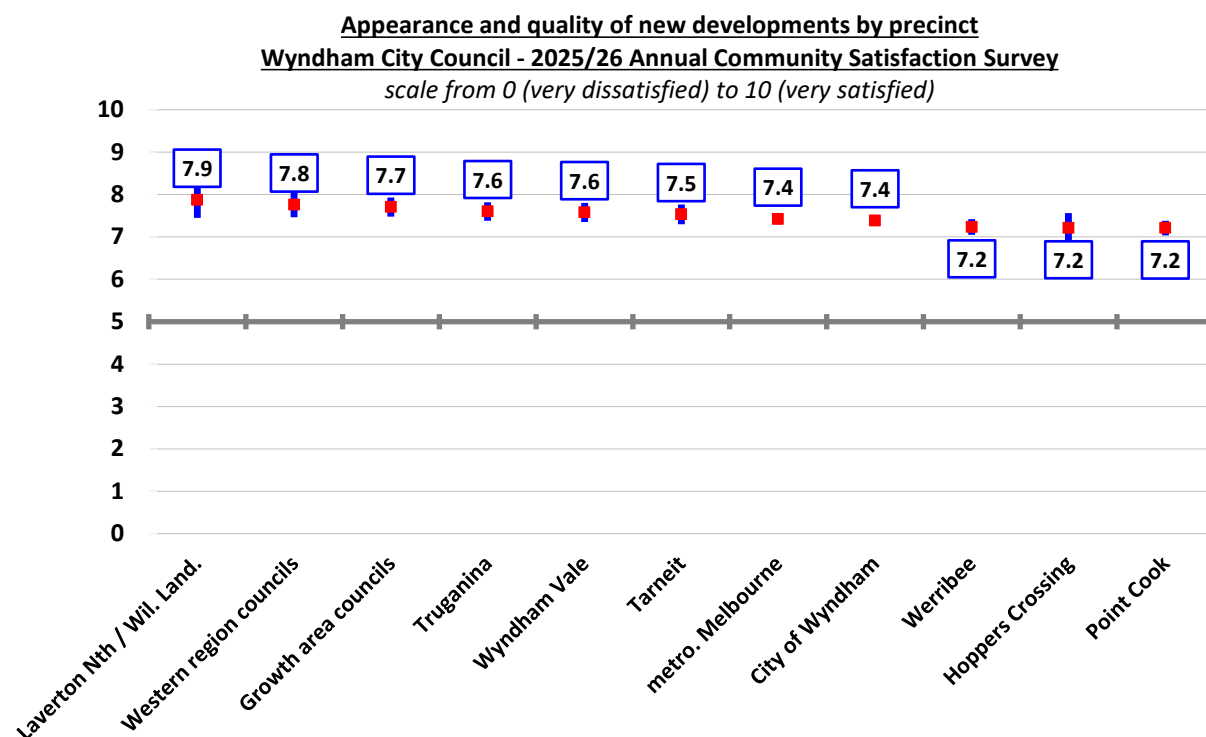
Appearance and quality of new developments

Satisfaction with the appearance and quality of new developments was the key measure of community satisfaction with new development on the ground, i.e., housing outcomes.

There was measurable variation in satisfaction with the appearance and quality of new developments observed across the municipality.

Respondents from Laverton North / Williams Landing were notably more satisfied than average, and at an “excellent” level, similar to the western region and growth area councils’ average.

By contrast, respondents from Werribee, Hoppers Crossing, and Point Cook were somewhat (2pts) less satisfied than average, and at “good” rather than “very good” levels.



There was also significant variation in satisfaction with planning for population growth by all levels of government observed by respondent profile housing situation, and period of residence in the municipality, as follows:

- **Age structure** – satisfaction declined notably with the respondents’ age, from 7.6 for young adults (aged 18 to 34 years) to 6.9 or “good” for senior citizens (aged 75 years and over).
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.
- **Housing situation** – respondents from households that owned their home outright were the least satisfied with the appearance and quality of new developments, while rental household respondents were measurably more satisfied, and at a “very good” level.

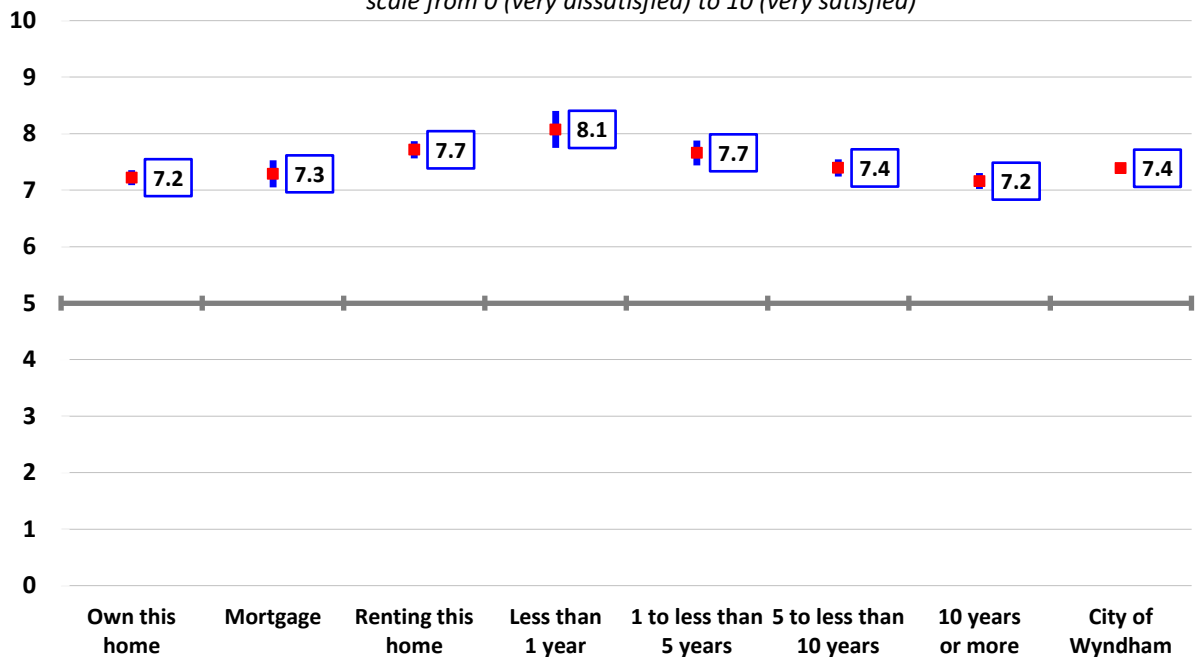


- **Period of residence** – satisfaction declined measurably with the respondents’ period of residence in the municipality, from an “excellent” 8.1 out of 10 for new residents (less than one year in the municipality) to a low of 7.2 or “good” for long-term residents (10 years or more in the municipality).

Appearance and quality of new developments by respondent profile
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Appearance and quality of new developments by housing profile
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Reasons for dissatisfaction with the appearance and quality of new developments

There were 107 comments and 17 specific developments of concern received from respondents who were not satisfied with the appearance and quality of new developments.

These comments have been broadly categorised as follows:

- Concerns around density / perceived overdevelopment 28 comments
- Impacts on traffic, roads, parking, and public transport 22 comments
- Planning related 13 comments
- Concerns around the quality and appearance of developments 11 comments
- Impacts on infrastructure 9 comments
- Services and facilities 8 comments
- Parks, gardens, open spaces and trees 6 comments
- Concerns around the size / height of developments 4 comments
- Other issues 6 comments

The following table outlines the verbatim responses received from respondents.

Reason for dissatisfaction with the appearance and quality of new development

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Too many houses	7
Too much traffic congestion	6
No development	5
Uncoordinated planning	5
Bad quality in general	4
Designs of the holdings are just plain ugly and an eye sore	4
Houses are too small	4
Lack of infrastructure	4
Building too many houses	3
Developments are not planned to give everyone have accessibility	2
Disorganised	2
Houses are built too close to one another	2
Lack of development of activities for children	2
Not enough facilities for any development	2
Roads are too narrow / tight	2
Some libraries should have been designed better regarding infrastructure	2
Some parks should have been designed better regarding infrastructure	2
Too congested with people	2
Too many small houses condensed in one small area	2
Too much building without any proper infrastructure	2
All developments look like blocks	1
All the parks are rugged and not as good as the ones under other councils	1
Cheap looking	1
Crossings are too congested	1



Designs of roads are shocking	1
Development is not properly looked after	1
Drains burst constantly	1
Everything is done late	1
Everything is double storey	1
Fewer gyms in the area	1
House designs look the same, which does not spark any joy and creativity anymore	1
Lack of cohesive and coordinated multi-model access planning	1
Lack of parking	1
Look more into where they are building and check whether the land is actually healthy enough for any buildings or developments	1
Many cars parked on the street	1
Mess on roads left behind by builders	1
More promotions about activities for kids	1
More train stations needed	1
No badminton courts	1
No development in the city over the past 10 years for potholes	1
No development in the city over the past 10 years for roads	1
No development in the city over the past 10 years for traffic	1
No open courts for public	1
None of the new developments have warmth	1
Not doing anything about the roads	1
Not enough public transportation in the area making the newer developments a concern	1
Not enough roads	1
Parks need more equipment for kids	1
Planning vs greed. Council approves any plans that provide money	1
Plots are overdeveloped as they have too many houses on a single plot	1
Population is growing rapidly, but the infrastructure is not in place to accommodate it	1
So many houses built on a small road, with residents that use cars causing bottle necks for hours	1
Some people are violating the fence height laws which should receive Councils prompt attention	1
Some roads are unable to facilitate high population leading to traffic and congestion further causing travel delays	1
Take residents calls more seriously	1
There are not even two footpaths on one street	1
They could manage it better in this area	1
They did do something but not for our street	1
They look different	1
Too many units already so construction is rubbish	1
Unsustainable development	1
Very less green space	1
We saw the dog droppings on the way to the development. Council should have more facilities to collect them	1

Total**107***Specific locations*

Boardwalk Blvd is not satisfactory	1
Construction timeline for the constructions on the corner of Bethany Rd keeps getting pushed ahead	1

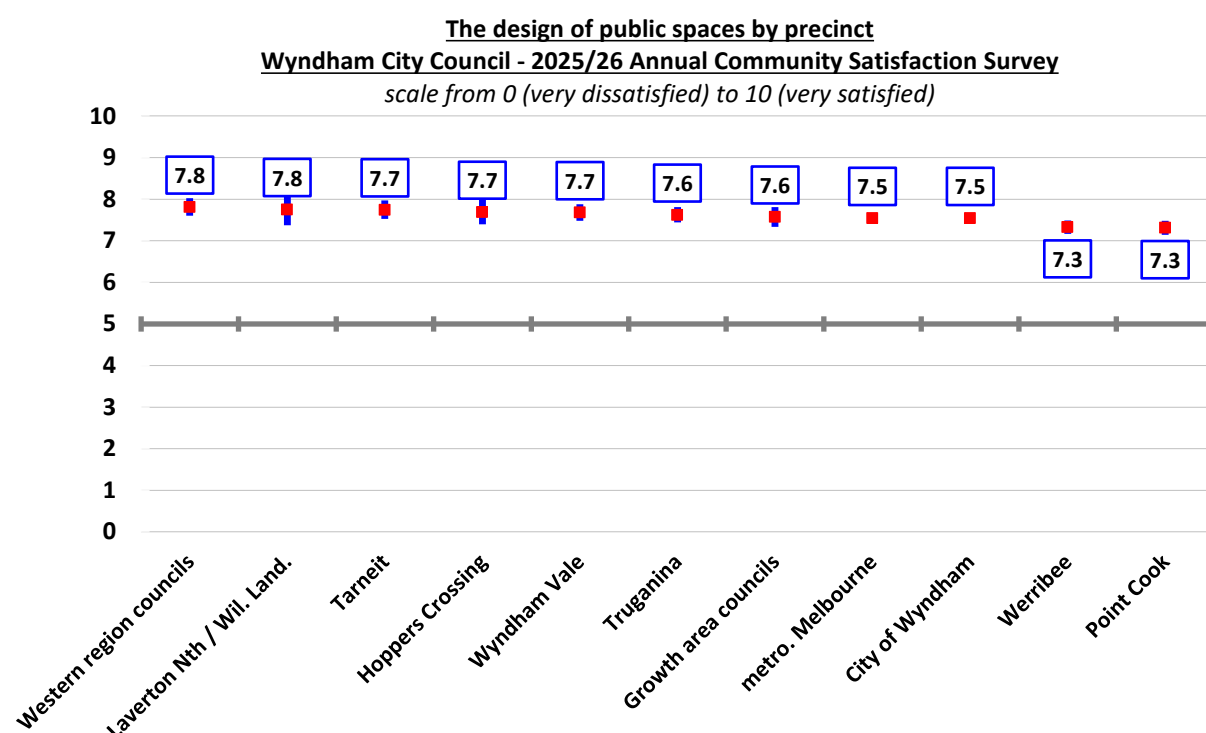


Construction without any proper planning the roads beforehand at Dohertys Rd Service Rd, Truganina	1
Dohertys Rd used to be a farmland, and now there are too many developments there, yet there are still so many homeless people especially near the station	1
Fewer Aquapulse Community Park	1
Ison Rd has connectivity issues	1
Longtime ongoing constructions at the corner of Bethany Rd is an eye sore	1
More housing for the homeless as there are too many, especially near the Station	1
New house developments in Werribee are dumps	1
Point Cook Rd is poorly planned	1
Sheds are built in Truganina but not in Point Cook	1
Some areas have swimming pools built on underground pipes particularly an estate on Waldorf Ave	1
Tarneit is very crowded	1
The Sikh temple that is being planned is definitely going in the wrong spot	1
Traffic hazard on Reserve Rd and Morris Rd intersection	1
Unfinished housing developments near Childcare Centre	1
We do not want Caravan Park	1
Total	17
Total responses	124

Design of public spaces

Satisfaction with the design of public spaces was 7.5 out of 10, or a “very good” level of satisfaction. This result was identical to the metropolitan and growth area councils’ average, but somewhat (3pts) lower than the western region councils’ average.

There was no measurable variation in this result observed across the municipality.



Contact with Council

Contacted Council in the last 12 months.

Respondents were asked:

“Have you contacted Wyndham City Council in the last 12 months?”

Consistent with the results recorded in recent years, 28% of respondents (who provided a response) reported that they had contacted Council in the last 12 months.

This result was significantly lower than the results recorded through the pandemic (from 2020 to 2023) but was consistent with the long-term average from 2014/15 to 2019/20 of 30%.

Metropolis Research observed in many municipalities across metropolitan Melbourne that the proportion of respondents who had contacted Council increased significantly through the pandemic but has tended to return to the long-term average post-pandemic.

Contacted Council in the last 12 months
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and percent respondents providing a response)

Response	2025/26		2024/25	2023/24	2022/23	2021/22	2020/21
	Number	Percent					
Yes	330	28%	29%	29%	43%	43%	40%
No	860	72%	71%	71%	57%	57%	60%
Not stated	10		13	18	7	3	5
Total	1,200	100%	1,204	1,200	1,203	1,205	1,200

Satisfaction with customer service experience

Respondents who had contacted Council were asked:

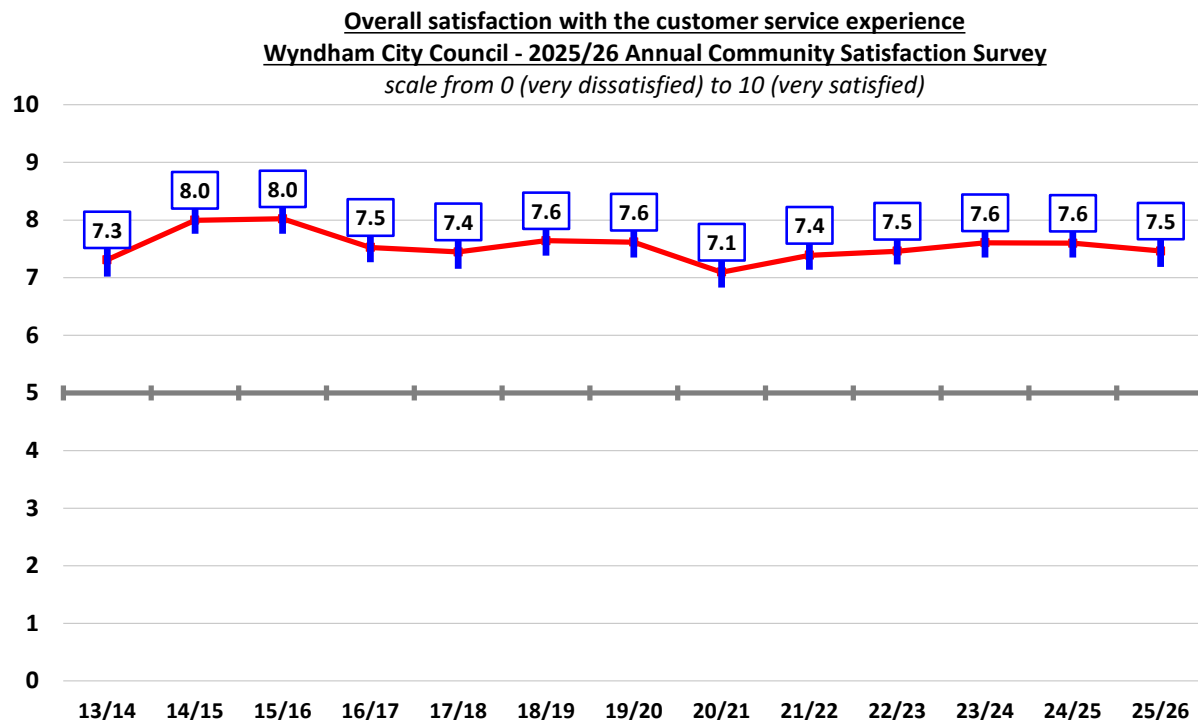
“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Wyndham City Council?”

In 2025/26 respondents who had contacted Council in the last 12 months were asked a single question relating to the overall satisfaction with the customer service experience.

Overall satisfaction with the customer service experience remained essentially stable this year at 7.5 out of 10, or a “very good” level of satisfaction.

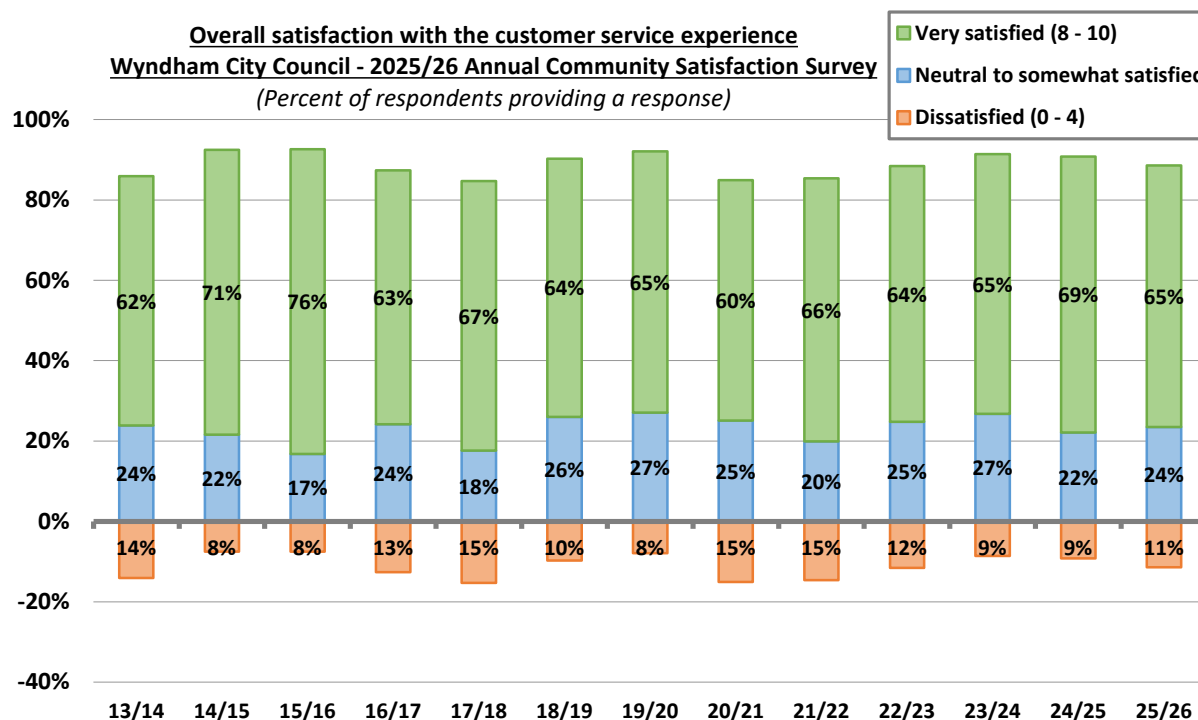
Noting the smaller sample size of respondents who had contacted Council in the last 12 months (330 respondents), satisfaction with the customer service experience has remained relatively stable around the long-term average since 2013/14 of 7.6 out of 10, or “very good”.



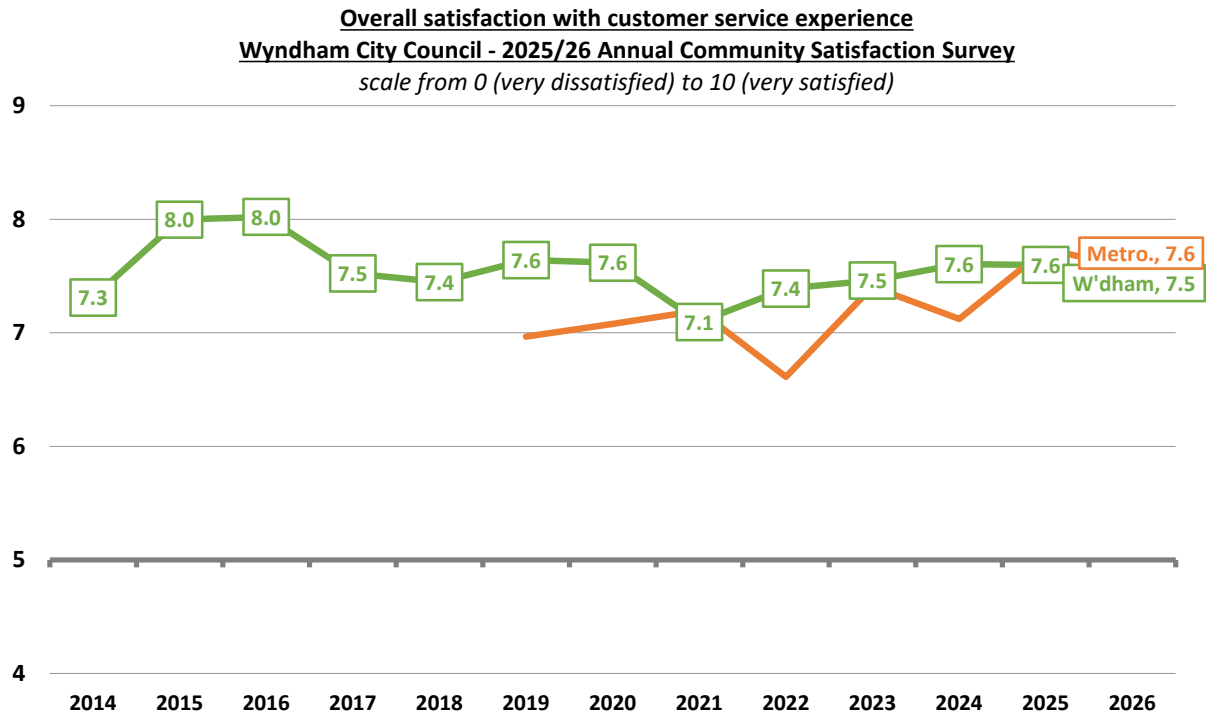


The following graph provides a breakdown of these results into the proportion of respondents (who provided a satisfaction score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

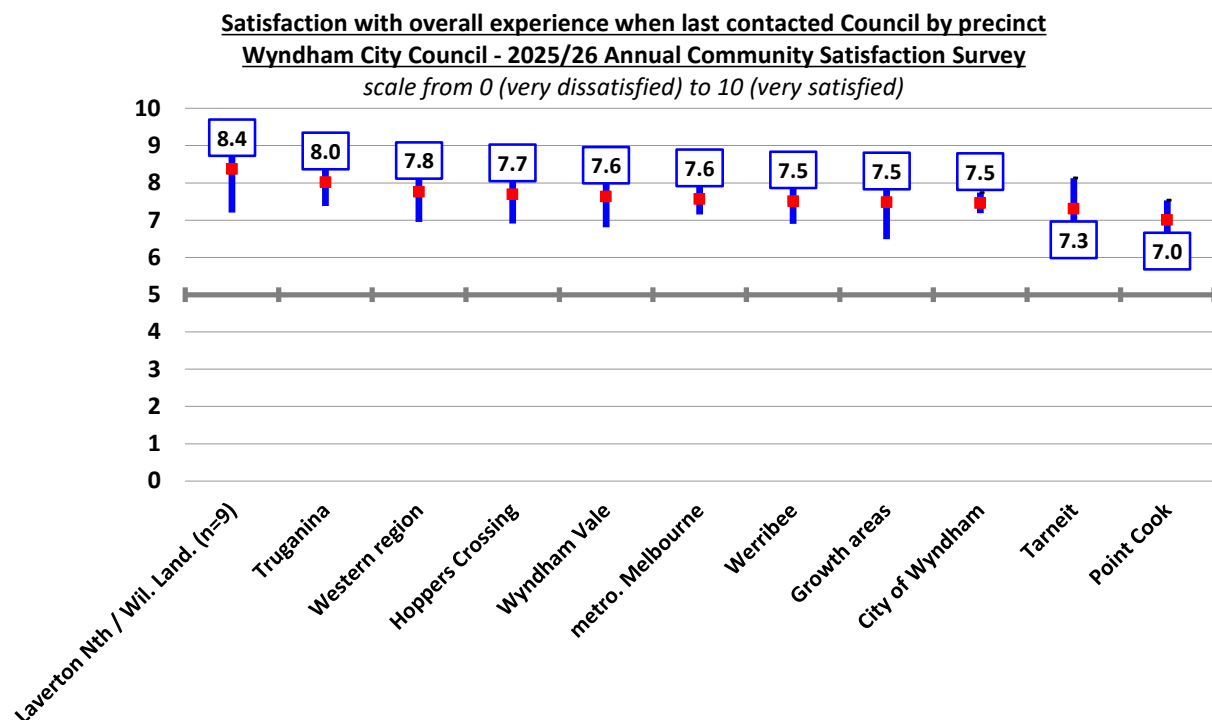
Consistent with the results in recent years, approximately two-thirds (65%) of respondents were “very satisfied” with the overall customer satisfaction experience, while 11% were “dissatisfied”. The long-term average proportion of respondents “dissatisfied” with the overall customer service experience since 2013/14 was 11%.



This result was almost identical to the metropolitan average overall satisfaction with the customer service experience of 7.6 out of 10. Metropolis Research notes, however, that the 2025 and 2026 metropolitan average satisfaction was at record high level, potentially reflecting an over-estimate of satisfaction with customer service across Melbourne.

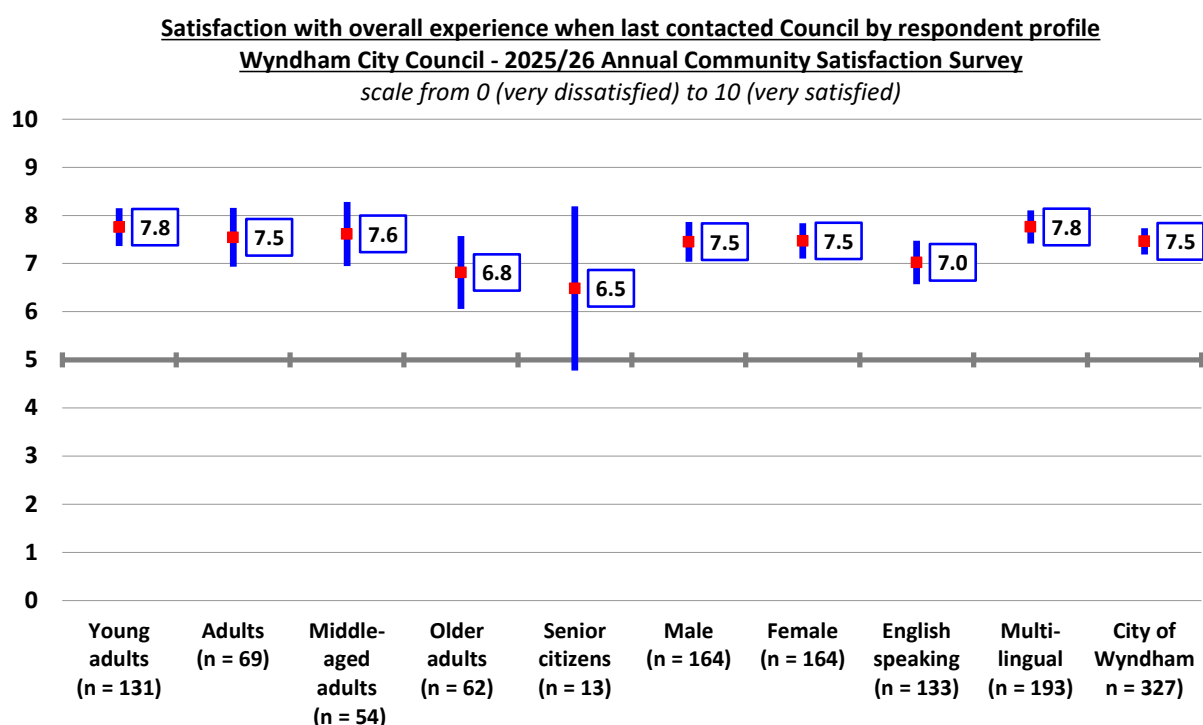


Given the smaller sample size, there was no statistically significant variation in satisfaction with the overall customer service experience observed across the municipality. The 82 respondents from Point Cook were, however, notably (5pts) less satisfied than average, and at a “good” rather than a “very good” level.



While the smaller sample size should be borne in mind when interpreting these results, there was some notable variation in overall satisfaction with the customer service experience observed by respondent profile, as follows:

- **Age structure** – older adults and senior citizens (aged 60 years and over) were notably less satisfied than younger respondents (aged under 60 years).
- **Gender** – there was no meaningful variation in satisfaction with customer service observed by the respondents' gender.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at an “excellent” level.



Importance of and satisfaction with Council services

Respondents were asked:

“On a scale from 0 (lowest) to 10 (highest), please rate the importance of each of the following services to the community as a whole, and then your personal level of satisfaction with each of the services that you or members of your household have used in the last 12 months.”

A total of 46 Council provided services and facilities were included in the 2025/26 survey.

Respondents were asked again in 2026 to rate the importance to the community of Council providing those services and facilities, and then their satisfaction with each service and facility.



Importance of Council services and facilities to the community

Respondents were asked to rate how important they considered that each of the 46 Council provided services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 46 included services and facilities remained essentially stable this year, rising one percentage point to 9.1 out of 10.

This average importance of Wyndham services and facilities was identical to the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 46 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important, are indicated on the left-hand side of the table, as follows:

- **Measurably HIGHER than average importance** - included the weekly garbage collection, fortnightly recycling collection, emergency management preparedness and response, regular weekly food and green waste services, enforcement of local laws, provision of maternal and child health services, public health services, Council support to access immunisation services, and the maintenance and repair of drains.
- **Measurably LOWER than average importance** – included the management and removal of graffiti, Council's efforts to keep the community informed through its social media platforms, Council's community engagement platform, provision, maintenance and repair of shared trails, and on and off-road bike paths, Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, parking enforcement, the provision of public art, exhibitions, arts and cultural activities, and the provision and maintenance of community facilities and venues for hire.

Importance of selected Council services and facilities
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and index score scale 0 to 10)

	Service / facility	Number	2025/26			24/25	23/24	2026 Metro.*
			Lower	Mean	Upper			
Higher than	Weekly regular garbage collection	1,181	9.4	9.4	9.5	9.4	9.2	9.4
	Regular fortnightly recycling collection	1,176	9.3	9.4	9.4	9.4	9.2	9.4
	Emergency management preparedness and response	1,150	9.3	9.4	9.4	9.2	8.8	9.4



	Regular weekly food and green waste collection	1,171	9.3	9.3	9.4	9.4	9.1	9.1
	Council response to dumped rubbish ³	1,164	9.2	9.3	9.3	9.2	8.9	9.2
	Enforcement of local laws	1,149	9.2	9.3	9.3	8.9	8.5	9.3
	Provision of maternal and child health services ⁶	1,155	9.2	9.3	9.3	9.0	8.5	9.3
	Public health services including maintenance of food safety	1,147	9.2	9.2	9.3	9.1	8.8	n.a.
	Council support to access immunisation services	1,144	9.2	9.2	9.3	9.1	8.5	n.a.
	Maintenance and repair of drains	1,188	9.2	9.2	9.3	9.1	8.6	9.2
Average Importance	Traffic management	1,195	9.1	9.2	9.3	9.0	8.7	9.3
	Hard rubbish booked collection service	1,175	9.1	9.2	9.3	9.3	9.0	9.1
	Maintenance and cleaning of public areas	1,179	9.1	9.2	9.3	9.2	8.8	9.2
	Maintenance and repair of sealed local roads	1,194	9.1	9.2	9.2	9.1	8.7	9.3
	Provision of the school crossing service	1,137	9.1	9.2	9.2	9.1	8.4	n.a.
	Maintenance and repair of major arterial roads and highways	1,183	9.1	9.2	9.2	n.a.	n.a.	9.3
	Planning for community infrastructure to meet community need	1,147	9.1	9.1	9.2	8.9	8.2	n.a.
	Provision, maintenance and repair of footpaths	1,190	9.1	9.1	9.2	9.1	8.6	9.2
	Provision of Council managed kindergarten services	1,158	9.1	9.1	9.2	9.0	8.4	n.a.
	Council support to access child and family services you and your family need	1,131	9.0	9.1	9.2	9.0	8.3	n.a.
	Council support to access services for older residents	1,147	9.0	9.1	9.2	n.a.	n.a.	9.3
	Maintenance of parks, gardens and open spaces	1,187	9.0	9.1	9.2	9.1	8.7	9.3
	Maintenance of playgrounds	1,183	9.0	9.1	9.2	9.1	8.7	9.1
	Provision and maintenance of public toilets	1,156	9.0	9.1	9.2	9.1	8.6	9.1
	Provision of local libraries ⁵	1,179	9.0	9.1	9.1	9.2	8.6	9.2
	Application, enforcement and compliance of environmental and building / planning regulations	1,109	9.0	9.0	9.1	9.0	8.5	n.a.
	The provision of parking facilities	1,192	9.0	9.0	9.1	n.a.	n.a.	n.a.
	Protection and conservation of the natural environment and coastal areas ²	1,168	9.0	9.0	9.1	9.0	8.6	n.a.
	Provision of sports ovals and other local sporting and outdoor recreation facilities	1,148	8.9	9.0	9.1	9.0	8.4	9.1
	Provision and maintenance of street trees	1,191	8.9	9.0	9.1	9.0	8.6	9.2
	Provision of youth services	1,132	8.9	9.0	9.1	9.0	8.3	9.2
	Provision of supported playgroups	1,124	8.9	9.0	9.1	8.9	8.1	n.a.
	Activities promoting economic development and investment in the local area	1,126	8.9	9.0	9.1	9.1	8.5	9.2
	Control and regulation of pets and domestic animals ⁴	1,130	8.9	9.0	9.1	9.1	8.6	9.1
	Council's website	1,135	8.9	9.0	9.0	n.a.	n.a.	9.0
	Town Planning (Statutory Planning Process)	1,086	8.9	9.0	9.0	9.0	8.2	9.2
	Provision and maintenance of community centres	1,160	8.9	9.0	9.0	8.8	8.2	9.0
	Council's work to protect and promote the unique built and cultural heritage	1,116	8.8	8.9	9.0	n.a.	n.a.	n.a.
Lower than average	Provision and maintenance of community facilities and venues for hire	1,146	8.8	8.8	8.9	9.0	8.2	n.a.
	Provision of public art, exhibitions, events, arts and cultural activities ⁷	1,156	8.7	8.8	8.9	8.8	8.2	8.8
	Parking enforcement	1,181	8.7	8.8	8.9	8.8	8.4	8.9



Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	1,144	8.7	8.8	8.9	8.8	8.3	9.2
Provision, maintenance and repair of shared trails, and on and off-road bike paths ⁸	1,149	8.7	8.8	8.9	8.9	8.5	9.0
Council's community engagement platform	1,051	8.6	8.7	8.8	n.a.	n.a.	8.8
Council's efforts to keep the community informed through its social media platforms	1,120	8.6	8.7	8.8	n.a.	n.a.	8.8
The management and removal of graffiti	1,128	8.5	8.6	8.7	8.9	8.4	n.a.
Average importance of services / facilities		9.0	9.1	9.1	9.0	8.5	9.1

(*) 2026 metropolitan Melbourne average from Governing Melbourne

(1) previously named Council activities promoting environment and sustainability

(2) previously named protecting the natural environment

(3) previously named management of illegal dumping of rubbish

(4) previously named animal management

(5) previously named local library services

(6) previously named services for children from birth to 5 yrs of age

(7) the average of "public art", "provision of Council events", "art exhibitions and experiences" and "arts and cultural services"

(8) the average of "provision of on or off-road / separated bike paths", and "provision of shared trails"

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 28 core services and facilities about which everyone in the community is likely to have a view, and then their satisfaction with each of the 18 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 46 included services and facilities remained essentially stable again this year, up one percentage point to 7.9 out of 10, which remained an "excellent" level of satisfaction.

This average satisfaction with services and facilities was identical to the metropolitan average of 7.9, as recorded in the 2026 *Governing Melbourne* research.

This stable and "excellent" average satisfaction with services and facilities includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 19 percentage points (or 28%) from the high of 8.8 out of 10 or "excellent" for the hard rubbish collection service, to a low of 6.9 or "good" for local traffic management.

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 46 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:



- **Measurably higher than average satisfaction** - included booked hard rubbish collection, weekly garbage collection, Council support to access immunization services, fortnightly recycling collection, provision of the school crossing service, regular food and green waste collection, provision of local libraries, provision of maternal and child health services, and the provision of Council managed kindergarten services.
- **Measurably lower than average satisfaction** – included traffic management, Town Planning (Statutory Planning Process), the provision and maintenance of public toilets, provision of parking facilities, the maintenance and repair of major arterial roads and highways (managed by VicRoads), parking enforcement, the maintenance and repair of sealed local roads, Council support to access services for older residents, and the enforcement of local laws.

Satisfaction with selected Council services and facilities
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and index score scale 0 to 10)

	Service / facility	Number	2025/26			24/25	23/24	2026 Metro.*
			Lower	Mean	Upper			
Higher than average satisfaction	Hard rubbish booked collection service	610	8.7	8.8	8.9	8.4	8.1	8.6
	Weekly regular garbage collection	1,185	8.7	8.7	8.8	8.6	8.4	8.6
	Council support to access immunisation services	222	8.6	8.7	8.9	8.1	8.3	n.a.
	Regular fortnightly recycling collection	1,187	8.6	8.7	8.8	8.6	8.4	8.5
	Provision of the school crossing service	352	8.5	8.7	8.9	8.2	8.2	n.a.
	Regular weekly food and green waste collection	1,146	8.6	8.7	8.7	8.5	8.3	8.6
	Provision of local libraries ⁵	547	8.5	8.7	8.8	8.3	8.2	8.7
	Provision of maternal and child health services ⁶	201	8.3	8.5	8.7	7.9	8.1	8.4
	Provision of Council managed kindergarten services	209	8.2	8.4	8.6	8.1	8.1	n.a.
Average satisfaction	Council support to access child and family services you and your family need	147	8.1	8.3	8.5	8.1	7.7	n.a.
	Provision and maintenance of community centres	312	8.2	8.3	8.4	8.0	8.0	8.2
	Council's website	542	8.0	8.2	8.3	7.6	7.5	8.0
	Provision of public art, exhibitions, events, arts and cultural activities ⁷	284	8.0	8.2	8.3	8.1	7.7	7.4
	Public health services	1,051	8.0	8.1	8.2	7.9	7.6	n.a.
	Provision of supported playgroups	155	7.8	8.1	8.3	8.0	7.9	n.a.
	Emergency management preparedness and response	1,037	7.9	8.0	8.1	7.9	7.4	7.9
	Provision of sports ovals and other local sporting and outdoor recreation facilities	385	7.8	8.0	8.2	8.1	7.8	8.4
	Protection and conservation of the natural environment and coastal areas ²	1,124	7.9	8.0	8.1	7.6	7.5	n.a.
	Council's work to protect and promote the unique built and cultural heritage	1,031	7.9	8.0	8.1	7.5	7.2	n.a.
	Provision and maintenance of community facilities and venues for hire	184	7.7	7.9	8.1	7.9	7.9	n.a.
	Control and regulation of pets and domestic animals ⁴	1,059	7.8	7.9	8.0	7.9	7.5	8.0
	Provision of youth services	97	7.6	7.9	8.3	7.6	7.9	7.7
	Maintenance of playgrounds	1,130	7.8	7.9	8.0	7.6	7.6	8.3
	Planning for community infrastructure to meet community need	1,107	7.8	7.9	8.0	7.5	7.0	n.a.



	Application, enforcement and compliance of environmental and building / planning regulations	1,021	7.8	7.9	8.0	7.7	7.3	n.a.
	Maintenance of parks, gardens and open spaces	1,177	7.8	7.9	8.0	7.5	7.5	8.1
	Council response to dumped rubbish ³	1,124	7.8	7.9	8.0	7.6	7.5	7.7
	Maintenance and repair of drains	1,165	7.8	7.9	8.0	7.7	7.5	7.7
	Maintenance and cleaning of public areas	1,167	7.8	7.9	8.0	7.6	7.5	7.7
	Council's community engagement platform	110	7.5	7.9	8.2	7.7	7.5	7.6
	The management and removal of graffiti	1,036	7.7	7.8	7.9	7.8	7.5	n.a.
	Council's efforts to keep the community informed through its social media platforms	196	7.5	7.8	8.0	7.6	7.4	7.6
	Provision, maintenance and repair of shared trails, and on and off-road bike paths ⁸	1,072	7.7	7.8	7.9	7.5	7.2	7.9
	Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	1,044	7.7	7.8	7.9	7.3	7.1	7.7
	Provision, maintenance and repair of footpaths	1,187	7.6	7.7	7.8	7.4	7.2	7.4
	Provision and maintenance of street trees	1,177	7.6	7.7	7.8	7.3	7.2	7.6
	Activities promoting economic development and investment in the local area	1,019	7.6	7.7	7.8	7.7	7.3	7.6
Lower than average satisfaction	Enforcement of local laws	1,110	7.5	7.6	7.7	7.3	7.0	7.9
	Council support to access services for older residents	131	7.2	7.5	7.9	n.a.	n.a.	8.1
	Maintenance and repair of sealed local roads	1,194	7.4	7.4	7.5	7.3	7.2	7.4
	Parking enforcement	1,162	7.2	7.3	7.4	7.1	6.9	7.6
	Maintenance and repair of major arterial roads and highways	1,174	7.2	7.3	7.4	n.a.	n.a.	7.2
	The provision of parking facilities	1,183	7.1	7.2	7.4	n.a.	n.a.	n.a.
	Provision and maintenance of public toilets	1,029	7.0	7.2	7.3	7.3	7.0	7.2
	Town Planning (Statutory Planning Process)	87	6.6	7.0	7.5	7.2	6.9	7.5
	Traffic management	1,192	6.8	6.9	7.0	6.8	6.6	7.6

Average satisfaction with services / facilities

7.8 **7.9** 8.1 7.8 7.6 7.9

(*) 2026 metropolitan Melbourne average from Governing Melbourne

(1) previously named Council activities promoting environment and sustainability

(2) previously named protecting the natural environment

(3) previously named management of illegal dumping of rubbish

(4) previously named animal management

(5) previously named local library services

(6) previously named services for children from birth to 5 yrs of age

(7) the average of "public art", "provision of Council events", "art exhibitions and experiences" and "arts and cultural services"

(8) the average of "provision of on or off-road / separated bike paths", and "provision of shared trails"

Percent satisfied / dissatisfied with Council services and facilities

The following table provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).



Consistent with previous survey results, and the “excellent” average satisfaction with services and facilities this year, half or more of the respondents providing a score were “very satisfied” with all services and facilities except for traffic management, with which 49% of respondents were “very satisfied”.

It is noted, however, that more than 10% of respondents providing a satisfaction score were “dissatisfied” with several services and facilities this year.

These were traffic management (14% “dissatisfied”), Town Planning policies (14%), public toilets (10%), and the provision of parking facilities (10%).

Satisfaction with selected Council services and facilities
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service / facility</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied (8 - 10)</i>	<i>Can't say</i>	<i>Total</i>
Hard rubbish booked collection service	0%	10%	90%	5	615
Provision of local libraries ⁵	1%	12%	87%	10	556
Regular fortnightly recycling collection	1%	13%	86%	13	1,200
Council support to access immunisation services	1%	14%	86%	15	237
Regular weekly food and green waste collection	1%	13%	86%	54	1,200
Weekly regular garbage collection	1%	14%	85%	15	1,200
Provision of the school crossing service	2%	12%	85%	11	363
Provision of maternal and child health services ⁶	1%	17%	82%	18	218
Provision of Council managed kindergarten services	2%	19%	79%	8	217
Council's website	4%	19%	77%	24	565
Provision and maintenance of community centres	1%	22%	77%	8	319
Provision of public art, exhibitions, events, arts and cultural activities ⁷	3%	22%	76%	6	290
Provision of supported playgroups	3%	22%	75%	10	165
Council support to access child and family services you and your family need	2%	24%	75%	11	158
Provision of sports ovals and other local sporting and outdoor recreation facilities	5%	21%	74%	17	402
Provision and maintenance of community facilities and venues for hire	3%	24%	73%	14	198
Provision of youth services	4%	23%	73%	10	107
Public health services including maintenance of food safety	2%	26%	72%	149	1,200
Emergency management preparedness and response	3%	27%	70%	163	1,200
Council's community engagement platform	5%	25%	69%	16	126
Protection and conservation of the natural environment and coastal areas ²	3%	29%	69%	76	1,200
Control and regulation of pets and domestic animals ⁴	3%	29%	68%	141	1,200



Council's work to protect and promote the unique built and cultural heritage	2%	30%	68%	169	1,200
Planning for community infrastructure to meet community need	4%	29%	67%	93	1,200
Maintenance of parks, gardens and open spaces	5%	28%	67%	23	1,200
Maintenance of playgrounds	4%	29%	67%	70	1,200
Council response to dumped rubbish ³	6%	27%	67%	76	1,200
Application, enforcement and compliance of environmental and building / planning regulations	3%	31%	66%	179	1,200
Council's efforts to keep the community informed through its social media platforms	4%	30%	66%	14	210
Maintenance and cleaning of public areas	5%	30%	65%	33	1,200
Maintenance and repair of drains	3%	32%	65%	35	1,200
The management and removal of graffiti	3%	32%	65%	164	1,200
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change ¹	3%	34%	63%	156	1,200
Provision, maintenance and repair of footpaths	5%	32%	63%	13	1,200
Provision, maintenance and repair of shared trails, and on and off-road bike paths ⁸	4%	34%	63%	128	1,200
Provision and maintenance of street trees	5%	33%	62%	23	1,200
Activities promoting economic development and investment in the local area	4%	36%	61%	181	1,200
Council support to access services for older residents	8%	32%	61%	8	139
Enforcement of local laws	6%	34%	60%	90	1,200
Parking enforcement	8%	37%	55%	38	1,200
Maintenance and repair of sealed local roads	5%	40%	55%	6	1,200
The provision of parking facilities	10%	38%	53%	17	1,200
Provision and maintenance of public toilets	10%	38%	52%	171	1,200
Town Planning (Statutory Planning Process)	14%	36%	50%	14	101
Maintenance and repair of major arterial roads and highways	7%	43%	50%	26	1,200
Traffic management	14%	37%	49%	8	1,200

(1) previously named Council activities promoting environment and sustainability

(2) previously named protecting the natural environment

(3) previously named management of illegal dumping of rubbish

(4) previously named animal management

(5) previously named local library services

(6) previously named services for children from birth to 5 yrs of age

(8) the average of "provision of on or off-road / separated bike paths", and "provision of shared trails"

Comparison to metropolitan Melbourne average

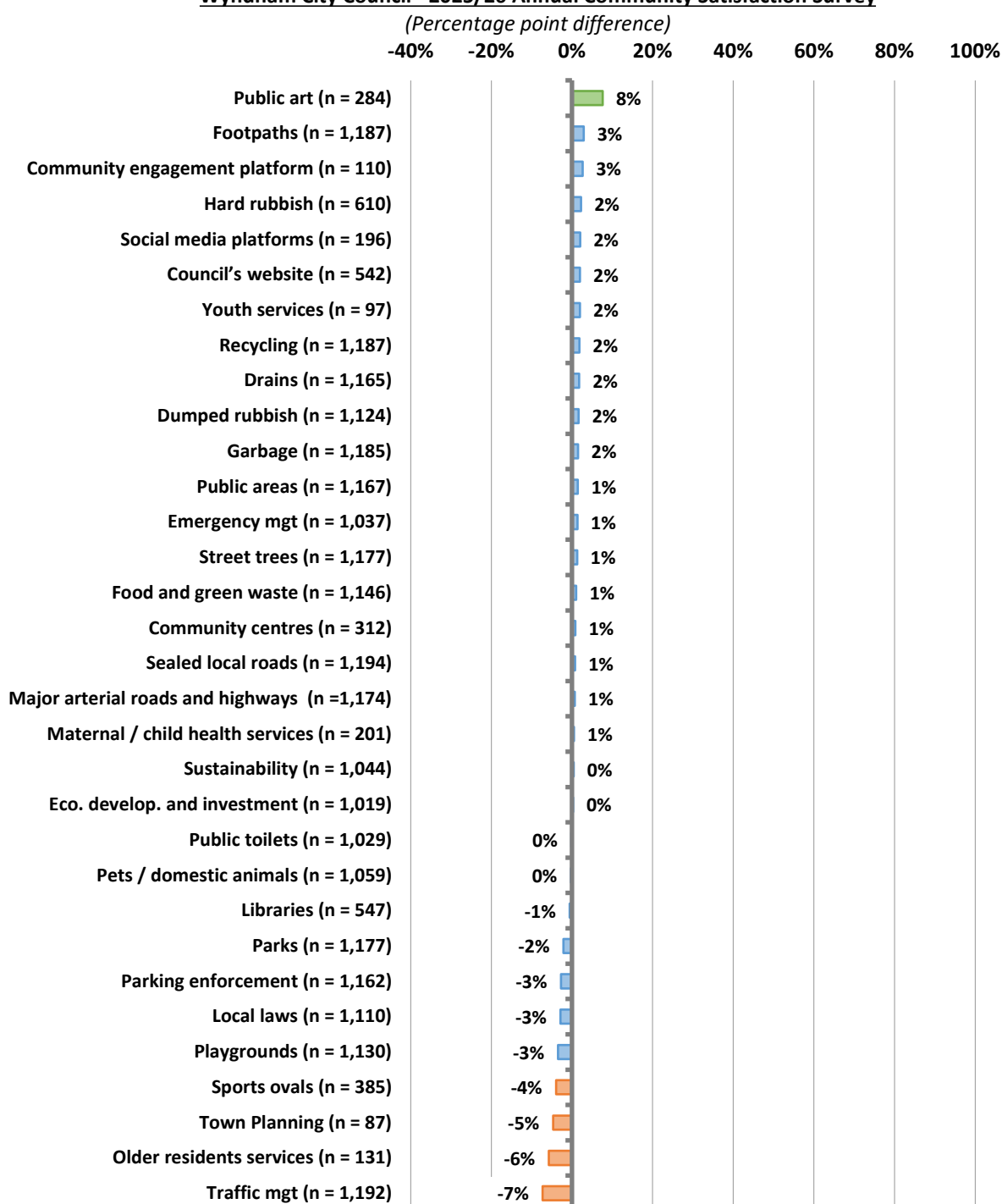
Of the 46 included Council services and facilities, 33 were included in a format that facilitated comparison to the metropolitan average, as recorded in the 2026 *Governing Melbourne*.

Of these, 19 recorded at least a marginally higher satisfaction than the metropolitan average, four recorded identical satisfaction, and 10 recorded at least marginally lower satisfaction:



- **Notably HIGHER satisfaction in Wyndham** – included the provision of public art, exhibitions, events, arts and cultural activities (8pts higher in Wyndham), Council’s community engagement platform (3pts higher), and the provision, maintenance, and repair (3pts higher).
- **Notably LOWER satisfaction in Wyndham** – included traffic management (7pts lower in Wyndham), Council support to access services for older residents (6pts lower), Town Planning policies (5pts lower), the provision of sports ovals and other local sporting and outdoor recreation facilities (4pts lower), the maintenance of playgrounds (3pts lower), the enforcement of local laws (3pts), and parking enforcement (3pts lower).

Percentage point (absolute) difference between Wyndham / metropolitan average
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey



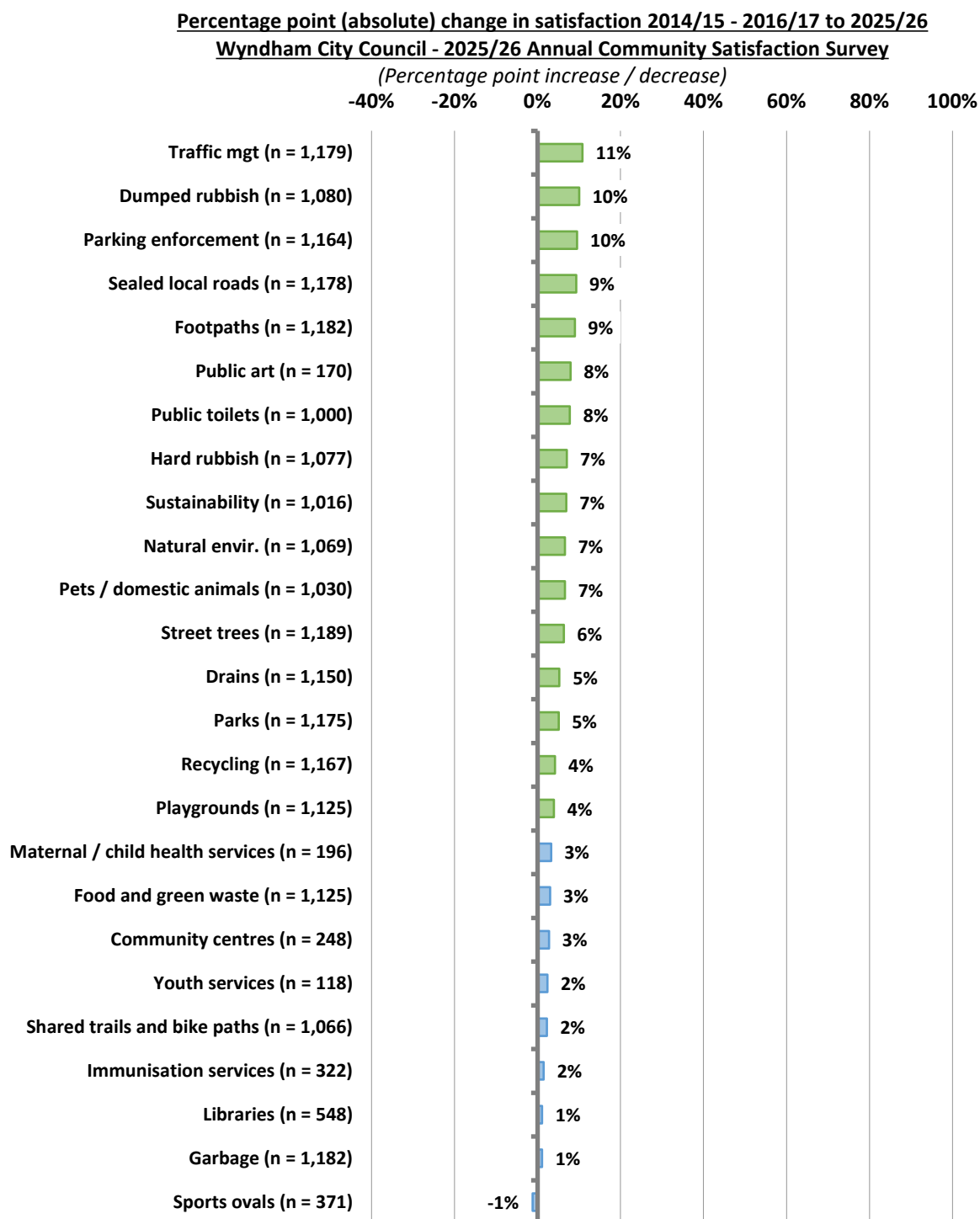
Comparison of satisfaction with services and facilities from 2024/25 to 2025/26

Of the 46 Council services and facilities included in the survey this year, 43 were also included in the 2024/25 survey.

The average satisfaction with 38 of these increased at least marginally this year, while satisfaction with two remained stable, and satisfaction with three declined at least marginally, with attention drawn to the following:

- **Measurably HIGHER satisfaction in 2026 than in 2025** – included the provision of maternal and child health services, Council support to access immunisation services, Council's website, Council's work to protect and promote the area's unique built and cultural heritage, the provision of the school crossing service, the booked hard rubbish collection service, Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change, the provision and maintenance of street trees, planning for community infrastructure to meet community needs, and the protection and conservation of the natural environment.
- **Somewhat LOWER satisfaction in 2026 than in 2025** – included the provision and maintenance of public toilets (2pts lower), and Town Planning policies (2pts lower).





Change in satisfaction with services and facilities over the last 10 years

Of the 46 services and facilities included in the survey in 2025/26, comparable results exist for the period of 2014/15 – 2016/17 for 25.

Satisfaction for all but one of these 25 services and facilities increased over the 10-year period, with notable increases recorded for 16, with the increase in satisfaction with local traffic management (up 11pts or and parking enforcement (up 10pts) the stand-out positive results.

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with all 46 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- **Generally, MORE satisfied than average** – included young adults (aged 18 to 34 years), and respondents from multilingual households.
- **Generally, LESS satisfied than average** – included middle-aged adults (aged 45 to 54 years), older adults (aged 55 to 74 years), senior citizens (aged 75 years or older), and respondents from English speaking households.

Average satisfaction with selected Council services and facilities
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of major arterial roads and highways	7.6	7.3	7.1	6.7	7.1	7.3	7.3	7.1	7.4
Maintenance and repair of sealed local roads	7.7	7.5	7.2	7.2	7.3	7.4	7.5	7.3	7.6
Maintenance and repair of drains	8.1	7.9	7.8	7.6	7.1	8.0	7.8	7.6	8.1
Provision, maintenance and repair of footpaths and shared trails	7.9	7.9	7.6	7.5	7.1	7.7	7.7	7.6	7.8
Traffic management	7.1	7.1	6.9	6.5	6.7	6.8	7.0	6.9	7.0
Parking enforcement	7.6	7.3	7.3	7.0	7.1	7.2	7.5	7.2	7.4
The provision of parking facilities	7.3	7.3	7.3	7.0	6.9	7.2	7.3	7.2	7.3
Provision, maintenance and repair of shared trails, and on and off-road bike paths	7.9	7.8	7.6	7.5	7.6	7.7	7.8	7.6	7.9
Protection and conservation of the natural environment and coastal areas	8.2	7.9	7.9	7.7	7.6	8.0	8.0	7.7	8.2
Provision and maintenance of street trees	8.0	7.7	7.6	7.3	7.6	7.7	7.8	7.5	7.9
Maintenance of parks, gardens and open spaces	8.1	7.8	7.8	7.7	7.7	7.9	7.9	7.8	7.9
Maintenance of playgrounds	8.1	7.9	7.7	7.9	7.9	7.9	8.0	7.9	8.0



Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change	8.0	7.8	7.6	7.4	7.8	7.7	7.8	7.6	7.9
Provision and maintenance of public toilets	7.2	7.1	7.2	7.2	6.5	7.0	7.3	7.3	7.1
Weekly regular garbage collection	8.8	8.7	8.6	8.7	9.0	8.7	8.8	8.6	8.9
Regular fortnightly recycling collection	8.7	8.8	8.6	8.7	9.0	8.6	8.8	8.5	8.8
Regular weekly food and green waste collection	8.6	8.7	8.6	8.8	8.8	8.6	8.7	8.6	8.8
Council response to dumped rubbish	8.0	8.0	7.7	7.5	7.6	7.8	7.9	7.8	7.9
Maintenance and cleaning of public areas	7.9	7.8	7.7	7.9	7.8	7.8	7.9	7.8	7.9
The management and removal of graffiti	7.9	7.9	7.7	7.7	7.7	7.9	7.8	7.7	8.0
Emergency management preparedness and response	8.2	8.0	7.9	7.9	8.0	8.0	8.0	7.9	8.1
Public health services including maintenance of food safety	8.2	8.1	8.1	8.2	8.0	8.1	8.2	8.0	8.2
Control and regulation of pets and domestic animals	8.1	8.0	7.9	7.6	8.1	7.9	8.0	7.8	8.0
Enforcement of local laws	7.7	7.6	7.6	7.4	7.6	7.5	7.8	7.5	7.7
Application, enforcement and compliance of environmental and building / planning regulations	8.0	7.9	7.7	7.7	8.2	7.9	7.9	7.7	8.0
Council's work to protect and promote the unique built and cultural heritage	8.1	8.0	7.8	7.8	7.9	7.9	8.0	7.8	8.1
Planning for community infrastructure to meet community need	8.1	7.8	7.7	7.6	8.1	7.8	7.9	7.7	8.0
Activities promoting economic development and investment in the local area	7.8	7.7	7.5	7.6	7.7	7.6	7.8	7.5	7.8
Hard rubbish booked collection service	8.8	8.7	8.8	8.8	9.5	8.7	8.9	8.8	8.8
Provision of local libraries	8.6	8.6	8.7	8.7	8.9	8.5	8.8	8.6	8.7
Provision and maintenance of community centres and neighbourhood hubs	8.4	8.2	8.2	8.2	8.9	8.3	8.3	8.2	8.3
Provision and maintenance of community facilities and venues for hire	8.1	7.9	7.7	7.8	8.0	7.9	8.0	7.8	8.0
Provision of public art, exhibitions, events, arts and cultural activities	8.3	8.1	7.8	8.2	8.1	8.0	8.3	8.2	8.1
Provision of Council managed kindergarten services	8.4	8.4	8.2	8.8	9.0	8.2	8.6	8.5	8.3
Provision of maternal and child health services	8.7	8.4	8.2	8.3	7.6	8.3	8.6	8.0	8.7
Council support to access immunisation services	9.0	8.6	8.6	8.4	7.4	8.7	8.7	8.6	8.8
Provision of supported playgroups	8.1	8.0	8.3	8.1	7.8	8.0	8.1	7.9	8.2
Council support to access child and family services you and your family need	8.4	8.4	7.8	7.8	7.3	8.3	8.3	7.9	8.6
Provision of youth services	8.0	7.7	7.4	8.6	8.0	7.7	8.1	7.6	8.1
Council support to access services for older residents	7.5	7.5	7.2	7.8	7.2	7.8	7.3	7.4	7.7
Provision of the school crossing service	8.8	8.5	8.5	8.9	8.7	8.6	8.8	8.7	8.7
Provision of sports ovals and other local sporting and outdoor recreation facilities	8.0	8.1	7.7	8.3	7.9	8.0	8.0	8.1	8.0
Town Planning (Statutory Planning Process)	7.5	6.9	6.5	6.3	9.5	7.3	6.8	6.9	7.1
Council's website	8.0	8.2	8.2	8.3	8.6	8.1	8.3	8.2	8.2
Council's community engagement platform	8.0	7.5	8.1	7.8	6.0	7.3	8.4	8.1	7.7
Council's efforts to keep the community informed through its social media platforms	7.8	7.8	7.8	8.1	6.7	7.6	8.0	7.6	7.9
<i>Average satisfaction</i>	<i>8.1</i>	<i>7.9</i>	<i>7.8</i>	<i>7.8</i>	<i>7.8</i>	<i>7.9</i>	<i>8.0</i>	<i>7.8</i>	<i>8.0</i>
Total respondents	456	282	196	220	45	591	602	541	656



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 46 included Council services and facilities against the average satisfaction with each service.

Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction.

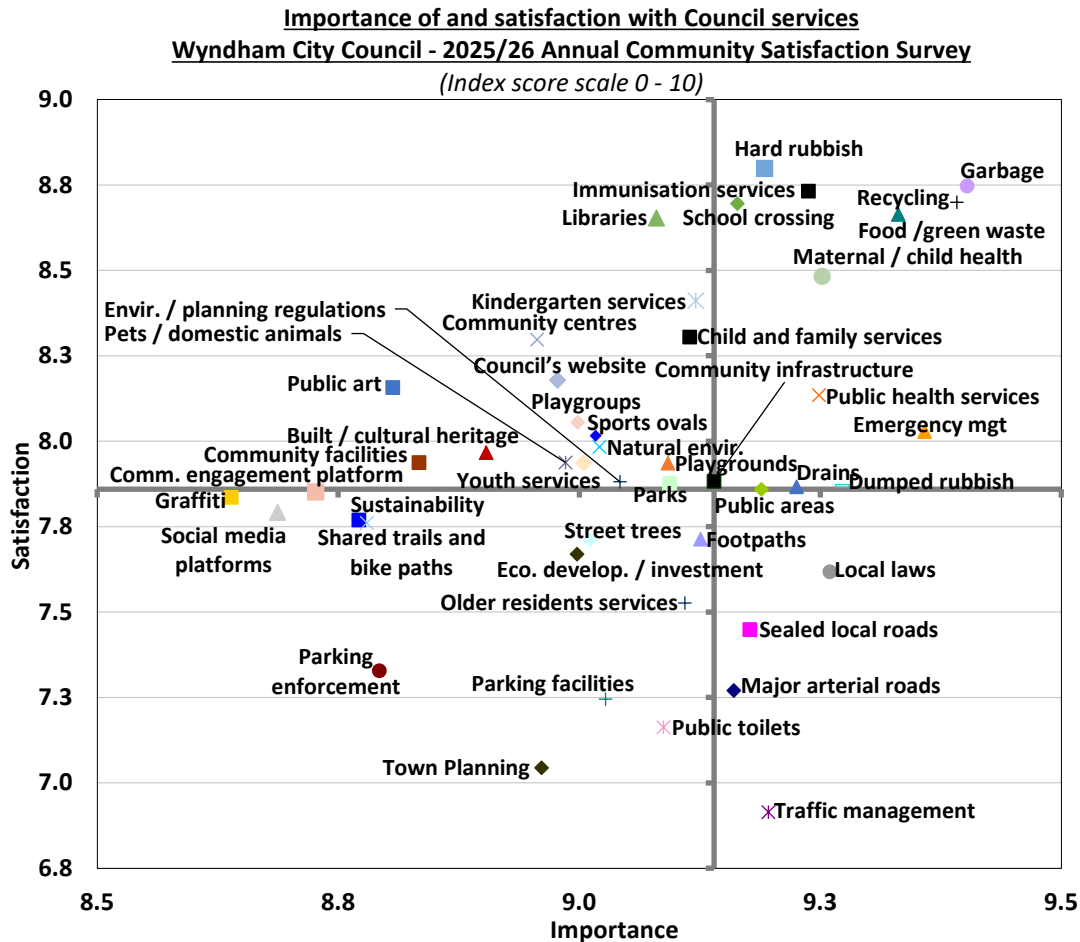
The services in the lower right-hand quadrant are those that are more important than average, but with which respondents are less satisfied than average. This quadrant represents the services and facilities of most concern.



Results of note include the following:

- **Kerbside collection services** – all four kerbside collection services recorded measurably higher than average satisfaction scores, and all were of higher-than-average importance. This result is commensurate with previous results from Wyndham, and other councils across metropolitan Melbourne.
- **Community services** – community services (including services for children, Council assistance accessing services for older people, kindergartens, playgroups, community centres, libraries, and the school crossing service) also recorded higher-than-average satisfaction scores, however some of these services and facilities were of lower-than-average importance. A notable exception to this was Council assistance to access services for older people, which recorded a satisfaction score which was lower than average.
- **Health services** – satisfaction with services related to health (including maternal and child health, immunisation services, and public health services) were of measurably higher than average importance, and all recorded satisfaction scores which were higher than average, with maternal and child health and immunisation recording measurably higher than average satisfaction.
- **Recreation and leisure** – services and facilities related to recreation and leisure, including playgrounds, sports ovals, and bike and shared paths, were of lower-than-average importance. In addition, bike and shared paths recorded a lower-than-average satisfaction score.
- **Communication services** – Council’s community engagement platform, Council’s social media platforms, and Council’s website were all of lower-than-average importance, but recorded higher-than-average satisfaction scores, except for social media platforms, with which respondents were less satisfied.
- **Transport related infrastructure services** – services and facilities related to transport infrastructure, most notably sealed local roads and major arterial roads (managed by VicRoads), were among those respondents considered to be most important. However, they fell into the quadrant of most concern, being of higher-than-average importance and lower-than-average satisfaction.
- **Services and facilities of most concern** – the services and facilities of most concern in 2026 were traffic management (also the most frequently cited [issue to address](#) in Wyndham at the moment), Town Planning policies, the provision and maintenance of public toilets, the provision of parking facilities, the maintenance and repair of major arterial roads and highways (managed by VicRoads), parking enforcement, and the maintenance and repair of sealed local roads. All these received measurably lower than the average satisfaction and received “good” rather than “very good” or “excellent” levels of satisfaction.





Satisfaction by broad service area

The following section of the report provides a summary of satisfaction with the 46 included Council services and facilities, grouped into 13 broad services areas, as follows:

- **Infrastructure** – includes maintenance and repair of drains; the provision and maintenance of street trees; and the provision and maintenance of public toilets.
- **Waste and recycling** - including the weekly regular garbage collection; regular fortnightly recycling collection; regular weekly food and green waste collection; and hard rubbish booked collection service.
- **Recreation and culture** – including the maintenance of playgrounds; provision of local libraries; provision of public art, exhibitions, events, arts and cultural activities; and the provision of sports ovals, other local sporting, outdoor recreation facilities.
- **Community services** – includes public health services including maintenance of food safety; provision and maintenance of community centres; provision and maintenance of community facilities and venues for hire; provision of Council managed kindergarten services; provision of maternal and child health services; council support to access immunisation services; provision of supported playgroups; Council support to access child and family services you and your family need; provision of youth services; and Council support to access services for older residents.

- **Enforcement (local laws / parking)** – including parking enforcement; the provision of parking facilities; the control and regulation of pets and domestic animals; and enforcement of local laws.
- **Communication** – including Council’s website; Council’s community engagement platform; and Council’s efforts to keep the community informed through its social media platforms.
- **Cleaning** – including the Council response to dumped rubbish; maintenance and cleaning of public areas; and the management and removal of graffiti.
- **Transport infrastructure** – including maintenance and repair of sealed local roads; provision, maintenance and repair of footpaths and shared trails; traffic management; provision, maintenance and repair of shared trails, and on and off-road bike paths.
- **Parks and gardens** – including the maintenance of parks, gardens, and open spaces.
- **Economic development** – including activities promoting economic development and investment in the local area.
- **Environmental responsibilities** – including the protection and conservation of the natural environment and coastal areas; and Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change.
- **Building and planning services** – including application, enforcement, compliance environmental, planning regulations; Council’s work to protect and promote the unique built and cultural heritage; and Town Planning (Statutory Planning Process).
- **Emergency management and response** – including emergency management preparedness and response.

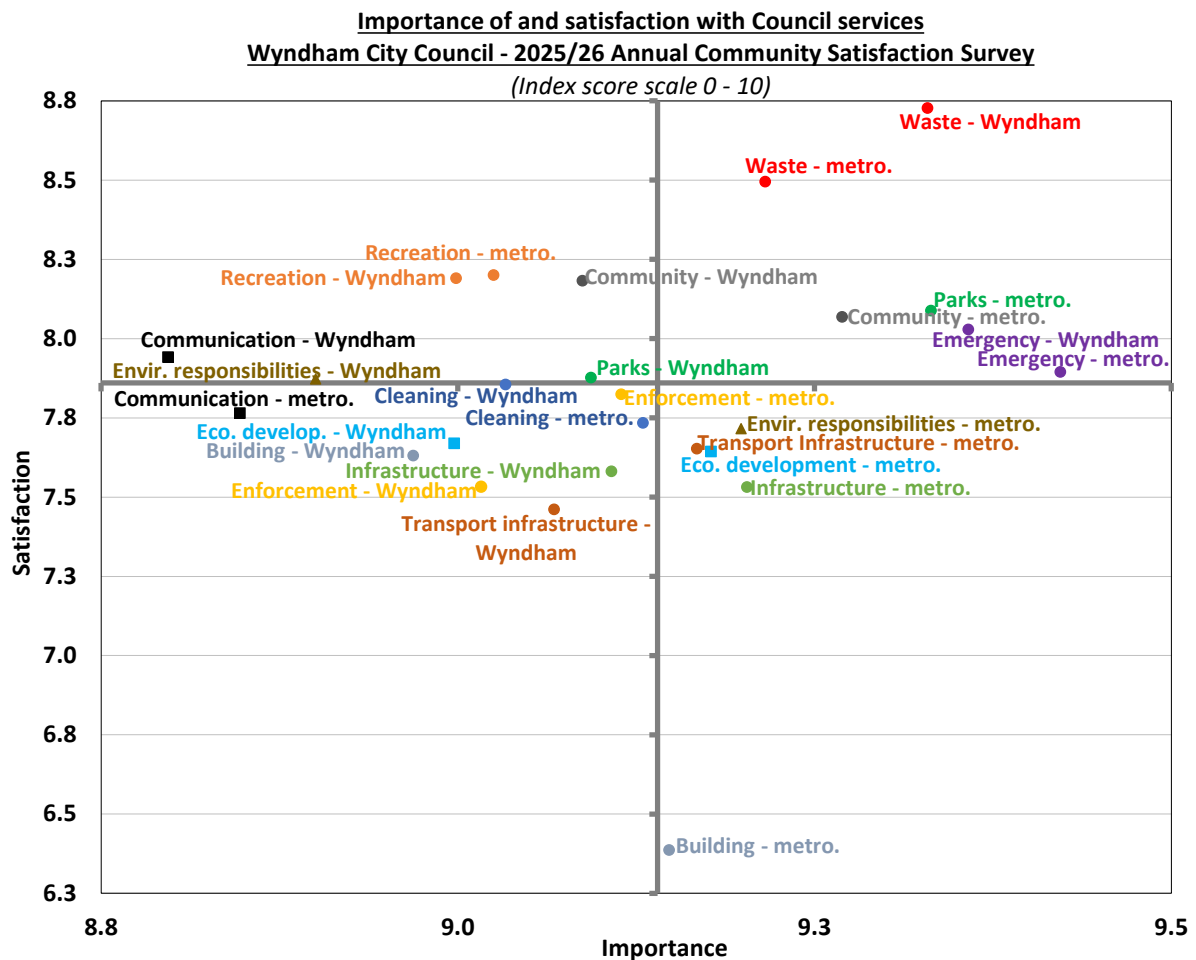
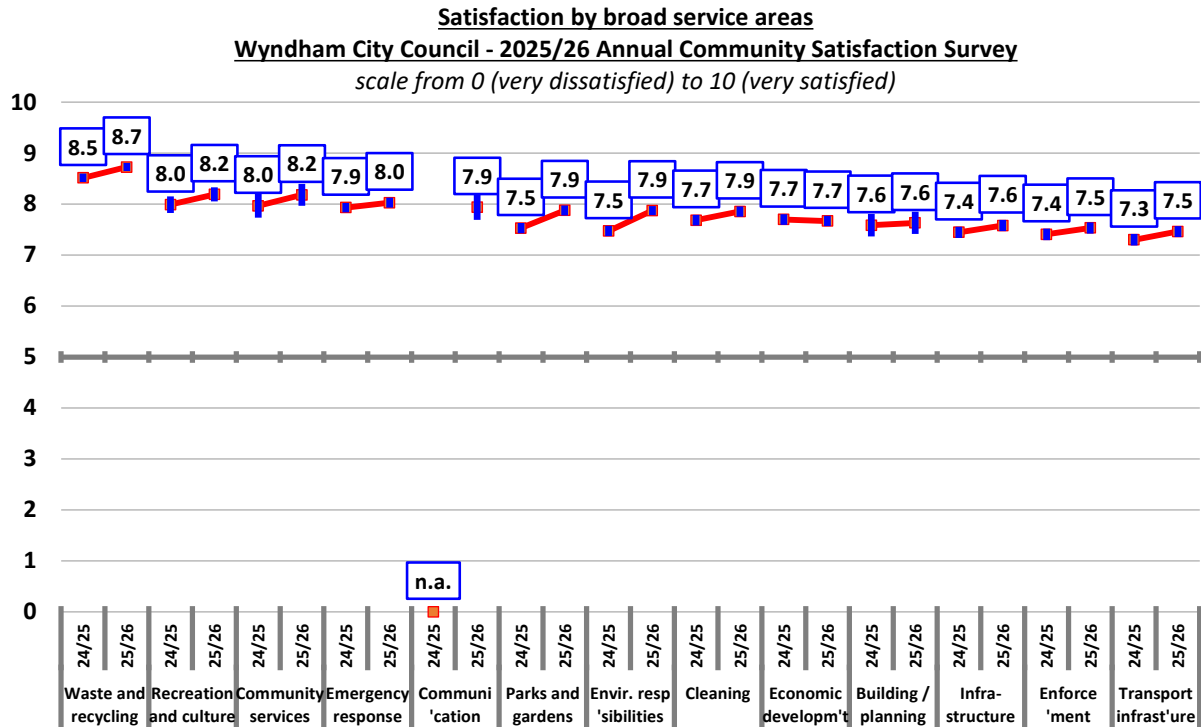
Metropolis Research notes that the increase in satisfaction with Council services and facilities was broad ranging, with average satisfaction increasing this year with each of the 12 broad service areas for which comparison with previous results was possible.

Measurable increases in satisfaction were recorded for parks and gardens (up 4pts), Council meeting environmental responsibilities (up 4pts), cleaning (2pts), recreation and culture (2pts), waste and recycling (2pts), and transport infrastructure (2pts).

Satisfaction with the broad service areas can best be summarised as follows:

- **Excellent** – for waste and recycling, recreation and culture, community services, emergency response, communication, parks and gardens (up from “very good”), cleaning (up from “very good”), and Council meeting its environmental responsibilities (up from “very good”).
- **Very Good** – for economic development, building and planning, infrastructure, enforcement, and transport infrastructure (up from “good”).

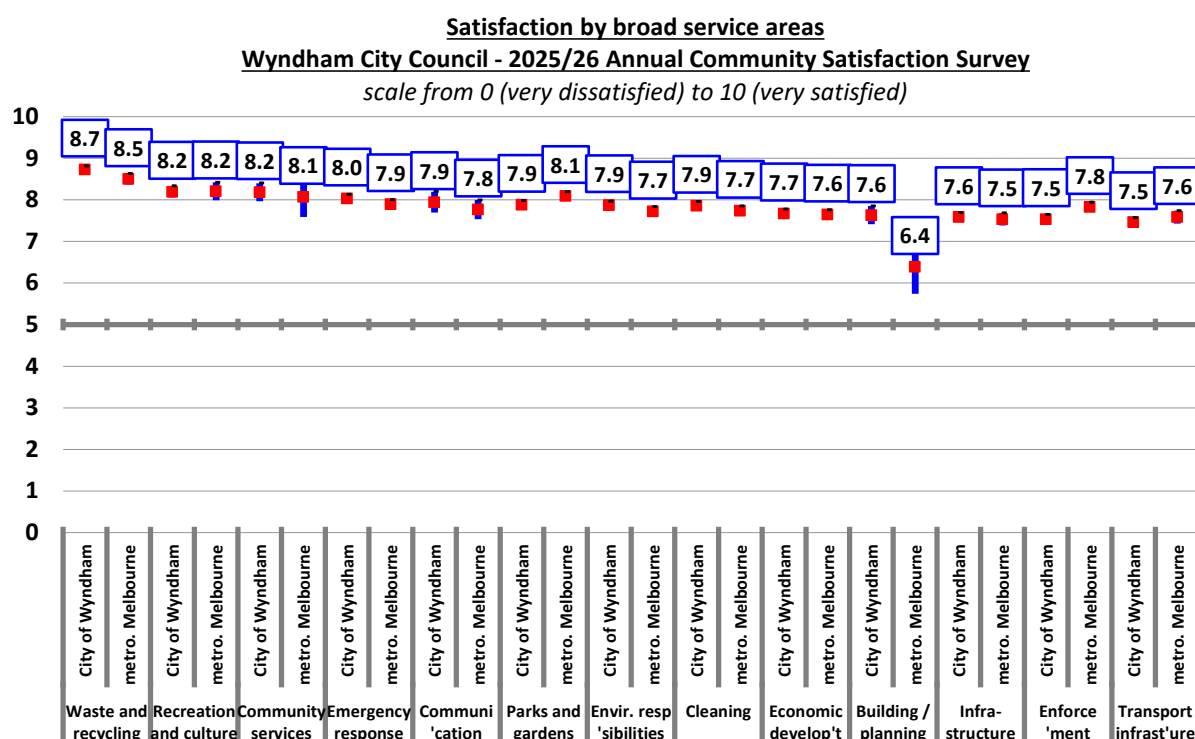




When compared to the metropolitan average satisfaction with these broad service areas, satisfaction with eight of the broad service areas was higher in Wyndham than the metropolitan average, with building and planning (8pts higher), waste and recycling (2pts), environmental responsibilities (2pts), cleaning (2pts), community services (1 point), emergency response (1 point), economic development (1 point), and infrastructure (1 point) all out-performing the metropolitan average.

Of these, only building and planning recorded a measurably higher than metropolitan average satisfaction.

Satisfaction with enforcement (3pts lower), parks and gardens (2pts), communication (1 point), and transport (1 point) recorded lower satisfaction than the metropolitan average. Of these, enforcement and parks and gardens were measurably lower.



Importance and satisfaction by Council Plan area and department

The 46 Council services and facilities included in the survey are grouped by Council Plan strategic areas, and then by Council department in the following section of the report.

It is noted that some of the 46 individual services and facilities were included in more than one department, reflecting the shared responsibility of these services and facilities.

This breakdown of services into departments were provided by Council.

The breakdown of the 46 individual services and facilities by department was as follows:



- **Arts Events and Cultural Venues** – includes provision and maintenance of community facilities and venues for hire, and provision of public art, exhibitions, events, arts and cultural activities.
- **City Amenity and Safety** – includes parking enforcement; emergency management preparedness and response; control and regulation of pets and domestic animals; enforcement of local laws; application, enforcement, and compliance of environmental and planning regulations; and provision of school crossing service.
- **Community Development** – includes provision and maintenance of community centres.
- **Community Planning** – includes planning for community infrastructure to meet community needs.
- **Community Support** – includes provision of Council managed kindergarten services; provision of maternal and child health services; Council support to access immunisation services; provision of supported playgroups; Council support to access child and family services you and your family need; provision of youth services; and Council support to access services for older residents.
- **Corporate Affairs** – includes Council’s website; Council’s community engagement platform; and Council’s efforts to keep the community informed through its social media platforms.
- **Economy, Design and Place** – includes activities promoting economic development and investment in the local area.
- **Facilities and Projects** – includes provision and maintenance of community centres; and includes provision and maintenance of community facilities and venues for hire.
- **Libraries and Learning** – includes the provision of local libraries.
- **Open Space** – includes protection and conservation of the natural environment and coastal areas; provision and maintenance of street trees; maintenance of parks, gardens, and open spaces; maintenance of playgrounds; and the management and removal of graffiti.
- **Planning, Building and Health** – includes public health services including maintenance of food safety; application, enforcement, and compliance of environmental and building / planning regulations; Council’s work to protect and promote the unique built and cultural heritage; and town planning (statutory planning process).
- **Roads and Maintenance** – includes maintenance and repair of major arterial roads and highways; maintenance and repair of sealed local roads; maintenance and repair of drains; maintenance of public toilets; Council’s response to dumped rubbish; and maintenance and cleaning of public areas.
- **Sports and Recreation** – includes provision of sports ovals and other local sporting and recreation facilities.
- **Transport and sustainability** – includes provision and maintenance of footpath; traffic management; the provision of parking facilities; provision, maintenance and repair of shared trails, and on and off-road bike paths; and Council’s programs, events, and policy development to encourage sustainability, increase resilience, and climate change.
- **Waste and Resource Recovery** – includes weekly garbage collection; regular fortnightly recycling collection; regular weekly food and green waste collection; and hard rubbish booked collection service.



A Welcoming, Healthy, and Resilient City

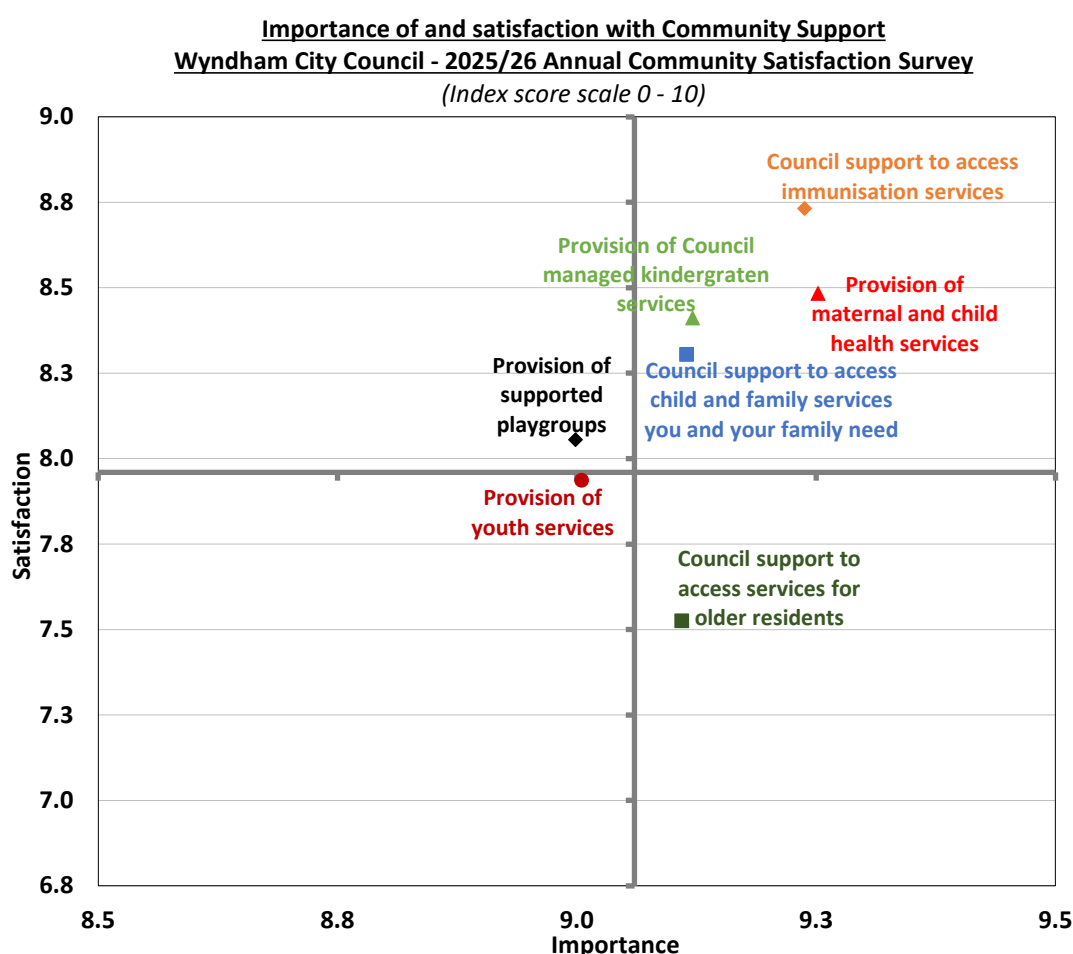
Community Support

Seven services and facilities from the Community Support division were included in the survey this year, namely Council support to access immunization services, the provision of maternal and child health services, Council support to access child and family services you and your family need, the provision of Council managed kindergarten services, the provision of supported playgroups, the provision of youth services, and Council support to access services for older residents.

Most of these services and facilities were among those respondents considered most important, with five of the seven being of higher-than-average importance.

However, playgroups and youth services were considered less important than the average of all services and facilities.

Youth services and support to access services for older residents both recorded scores which were lower than the average of all 46 services and facilities. This places services for older residents into the quadrant of most concern, being of higher-than-average importance but lower-than-average satisfaction.



Provision of Council managed kindergarten services

The provision of Council managed kindergarten services was the 19th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

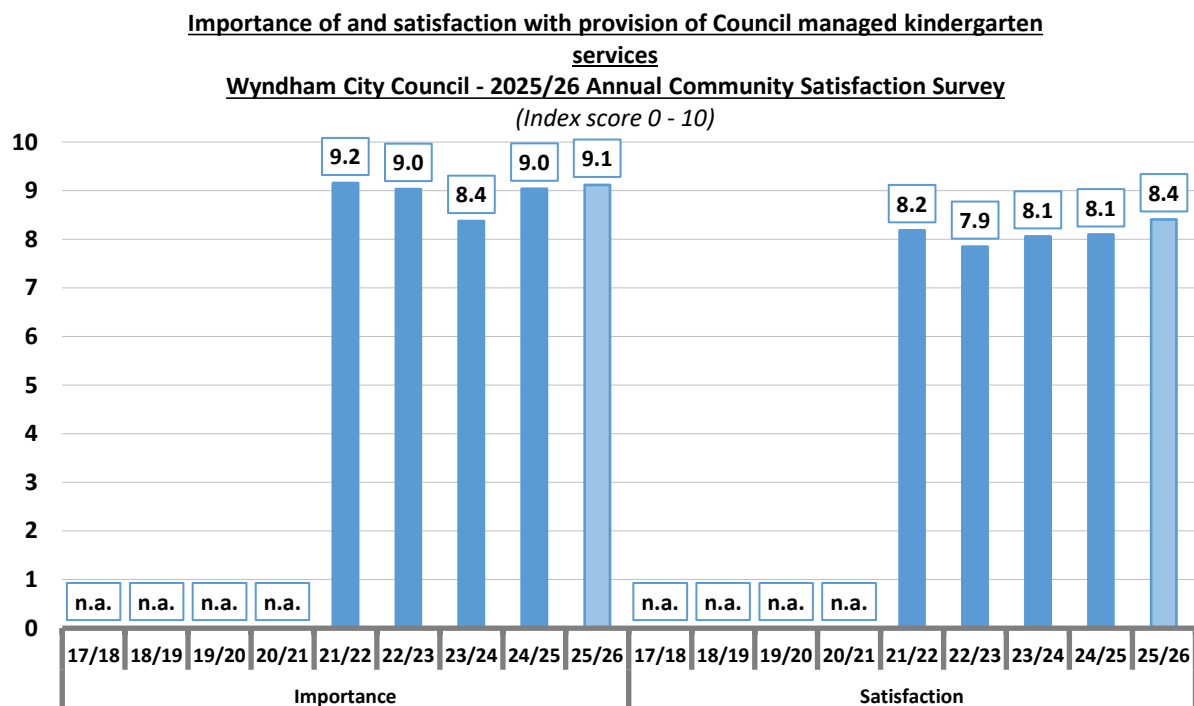
Satisfaction with kindergarten services increased somewhat this year, up three percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This was above the “excellent” long-term average satisfaction since 2021/22 of 8.1 out of 10, and was a record high result for this service.

This ranks the provision of Council managed kindergarten services 9th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably higher than the average of all 46 (7.9).

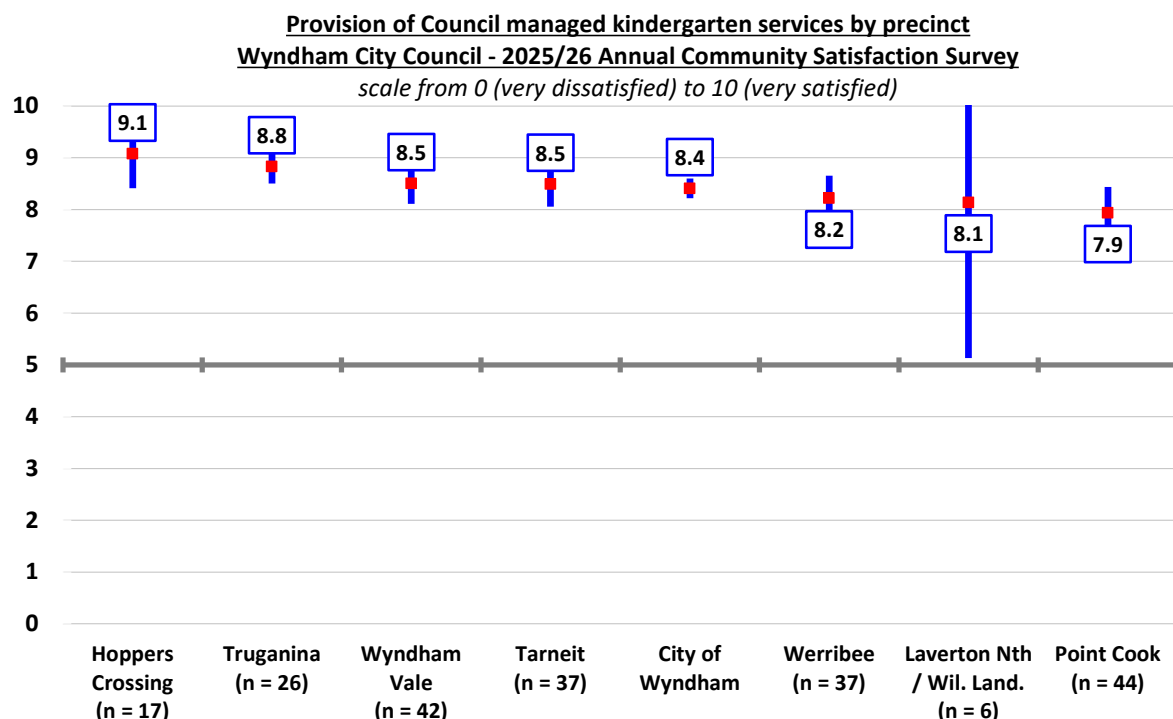
This result comprised 79% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 211 of the 218 (18%) respondents from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average, and female respondents notably more satisfied than male respondents.



These facilities were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Although there was no measurable variation observed across the municipality, attention is drawn to 17 respondents from Hoppers Crossing who were notably more satisfied than the municipal average, and 44 respondents from Point Cook who were notably less satisfied, although still at an “excellent” level.



Provision of maternal and child health services

It should be noted that these services were included in previous surveys as “services for children from birth to 5 yrs of age”.

The provision of maternal and child health services was the 7th most important of the 46 included services and facilities, with an average importance of 9.3 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 46 (9.1).

Satisfaction with maternal and child health services increased notably this year, up six percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction, and a record high result for this service.

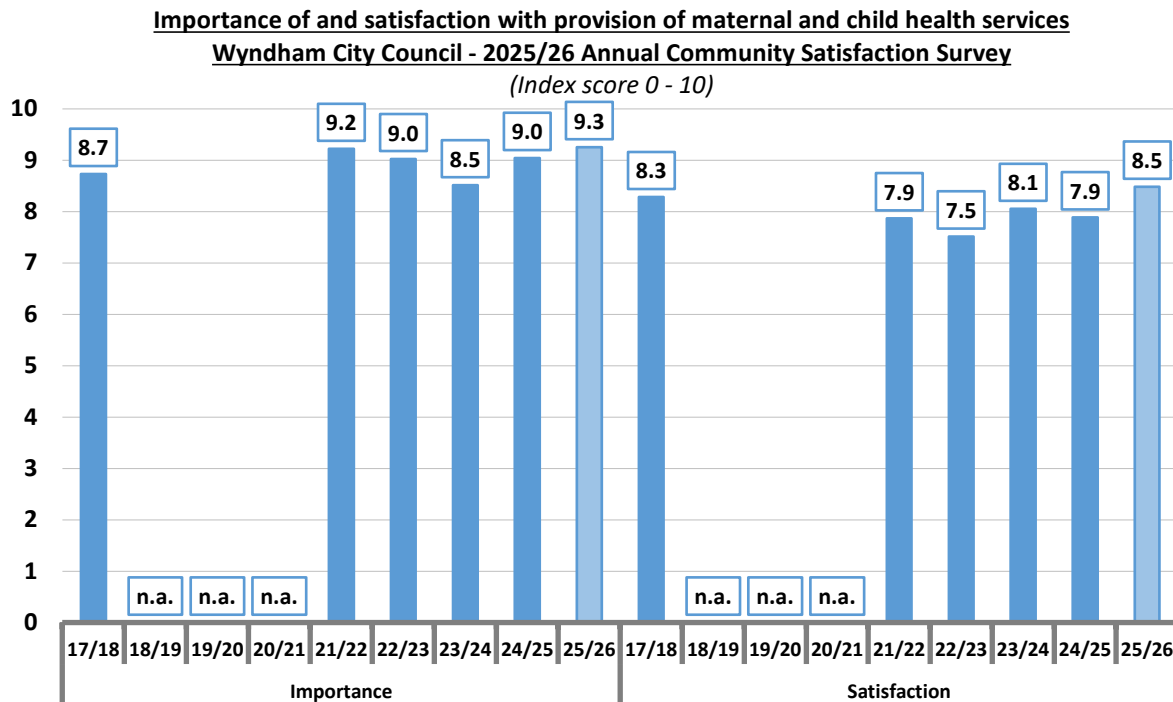
This was notably higher than the “excellent” long-term average satisfaction since 2013/14 of 8.0 out of 10.

This ranks these services 8th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably higher than the average of all 46 (7.9).

This result comprised 82% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 200 of the 218 (18%) respondents from households who had used these services in the last 12 months.

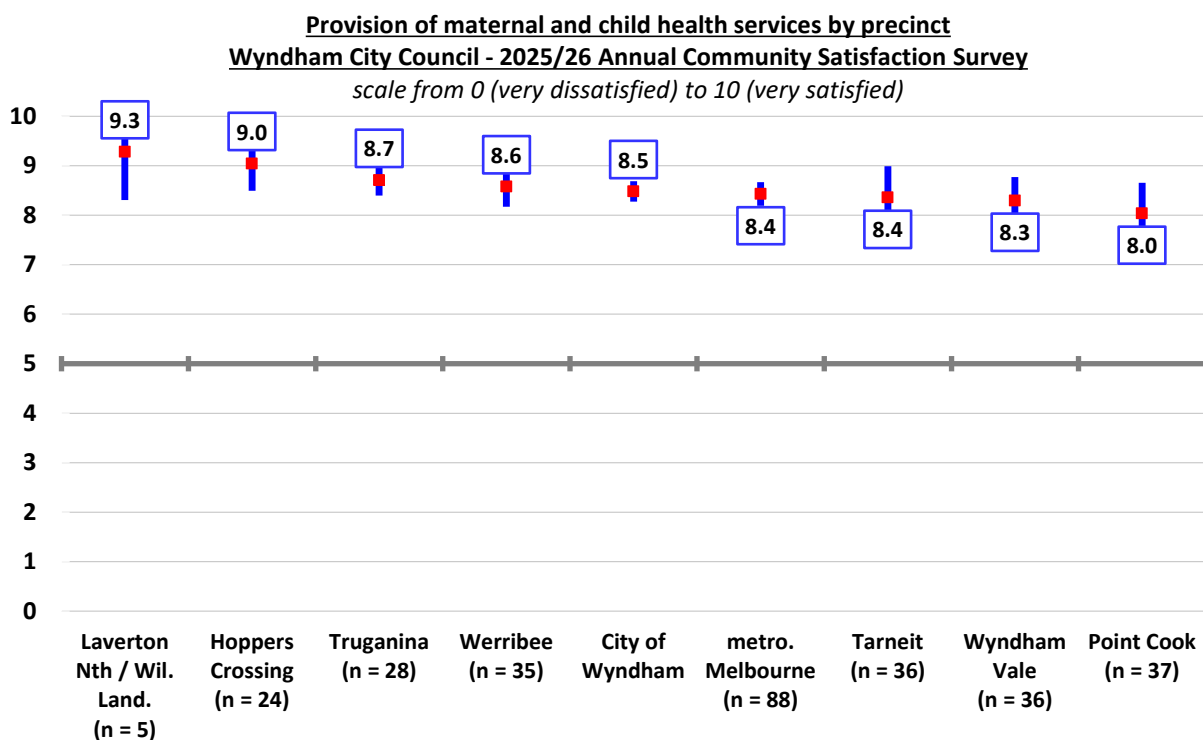
There was some substantive variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.





By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “services for children aged 0-4 years” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation observed across the municipality, however five respondents from Laverton North / Williams Landing were notably more satisfied than the municipal average.



Council support to access immunisation services

Council support to access immunisation services was the 9th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 46 (9.1).

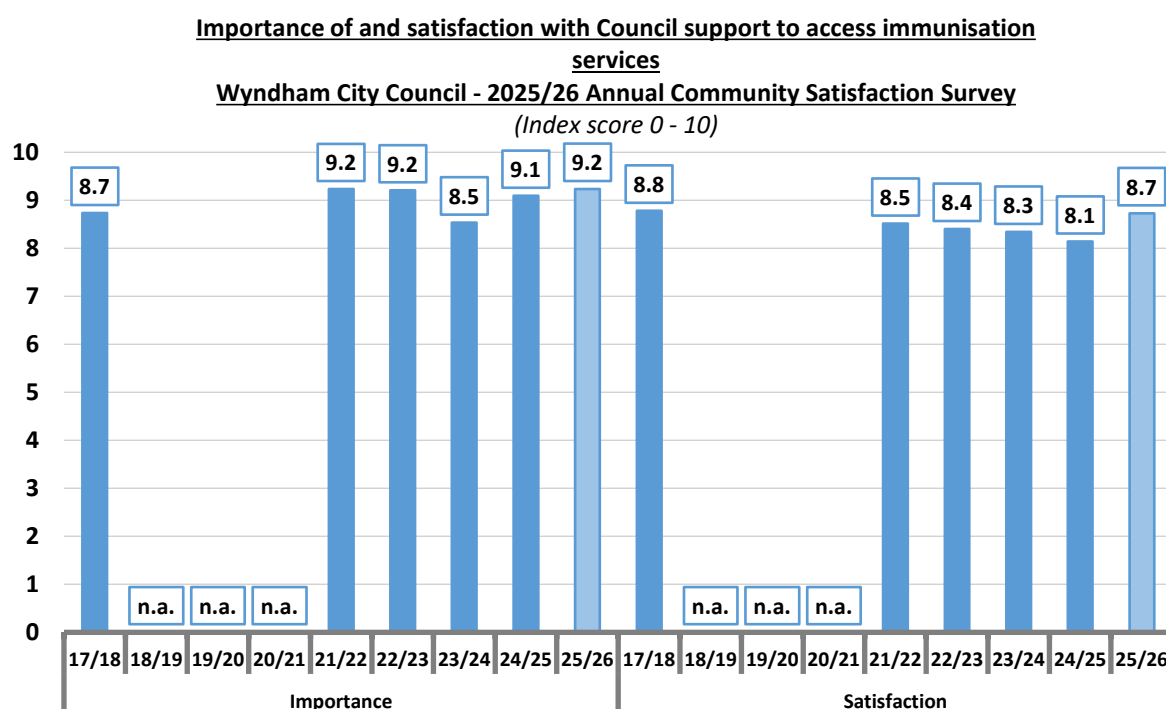
Satisfaction with these services increased notably this year, up six percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This result was somewhat higher than above the “excellent” long-term average satisfaction since 2014/15 of 8.5 out of 10.

This ranks these services 3rd in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably higher than the average of all 46 (7.9).

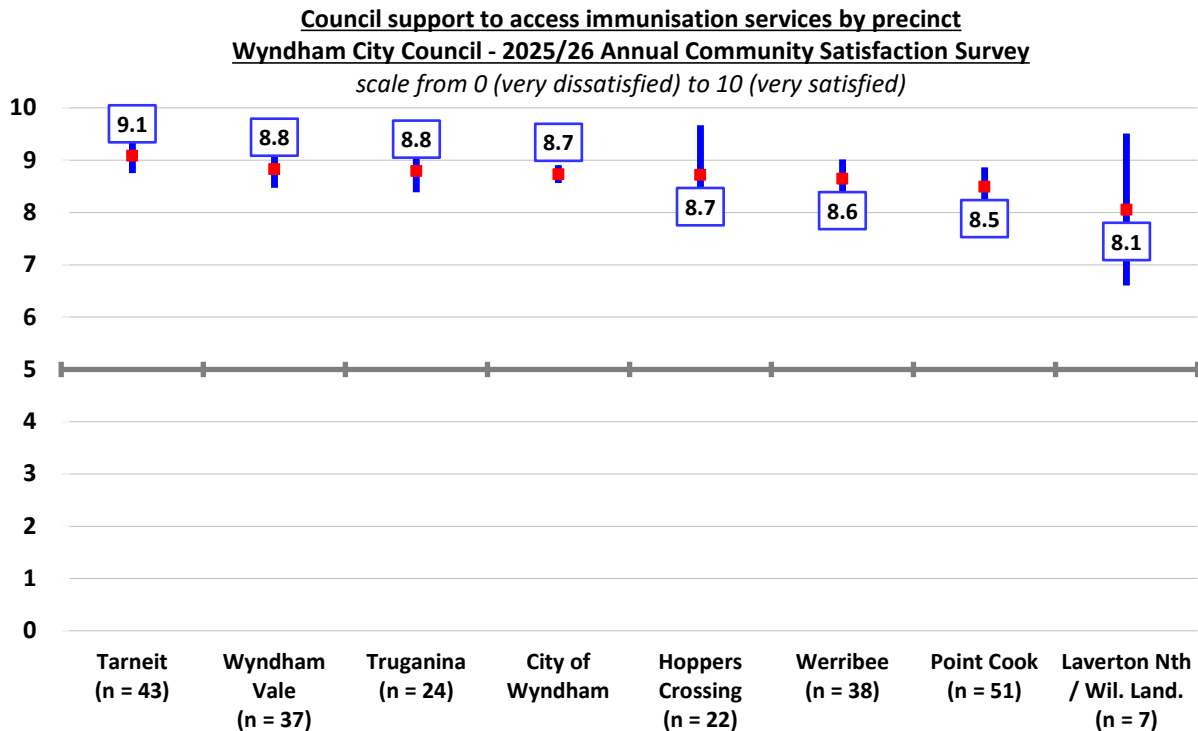
This result comprised 86% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 222 of the 237 (20%) respondents from households who had used these services in the last 12 months.

There was some meaningful variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than the municipal average.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

Due to the relatively small sample sizes, there was no statistically significant variation in satisfaction with these services observed across the municipality.



Provision of supported playgroups

The provision of supported playgroups was the 32nd most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

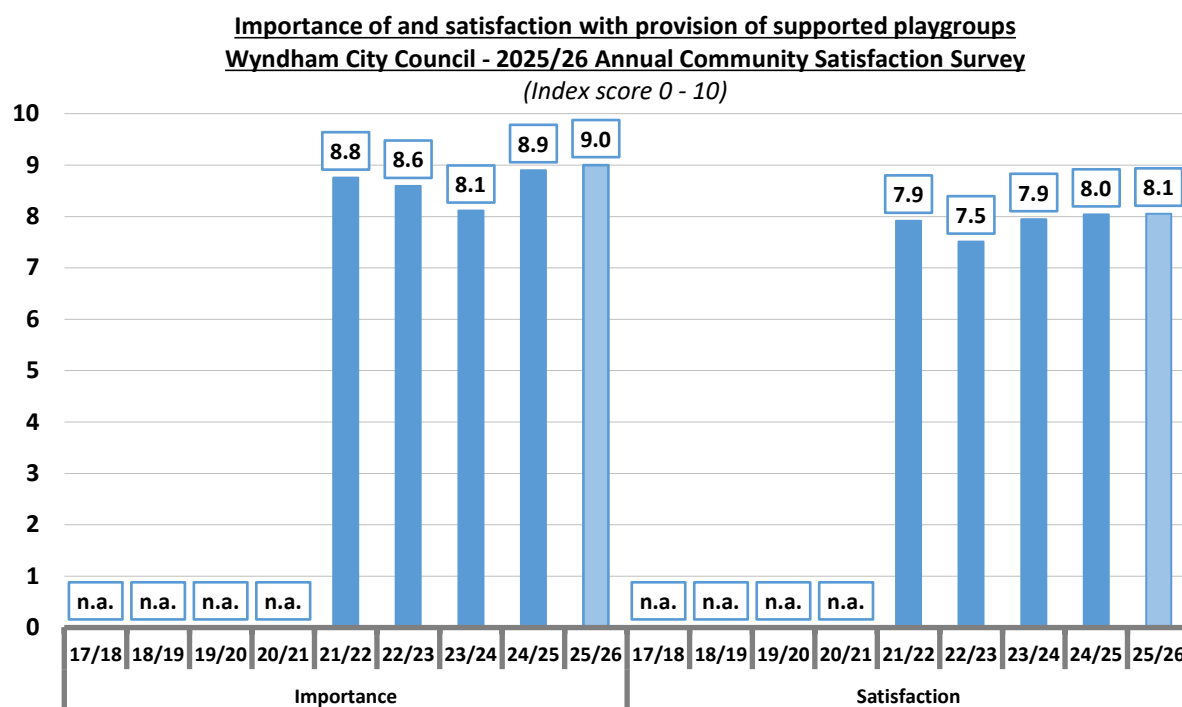
Satisfaction with playgroups remained essentially stable this year, rising one percentage point to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This was above the “excellent” long-term average satisfaction since 2021/22 of 7.9 out of 10, and a record high result for this service.

This ranks playgroups 15th in terms of satisfaction this year.

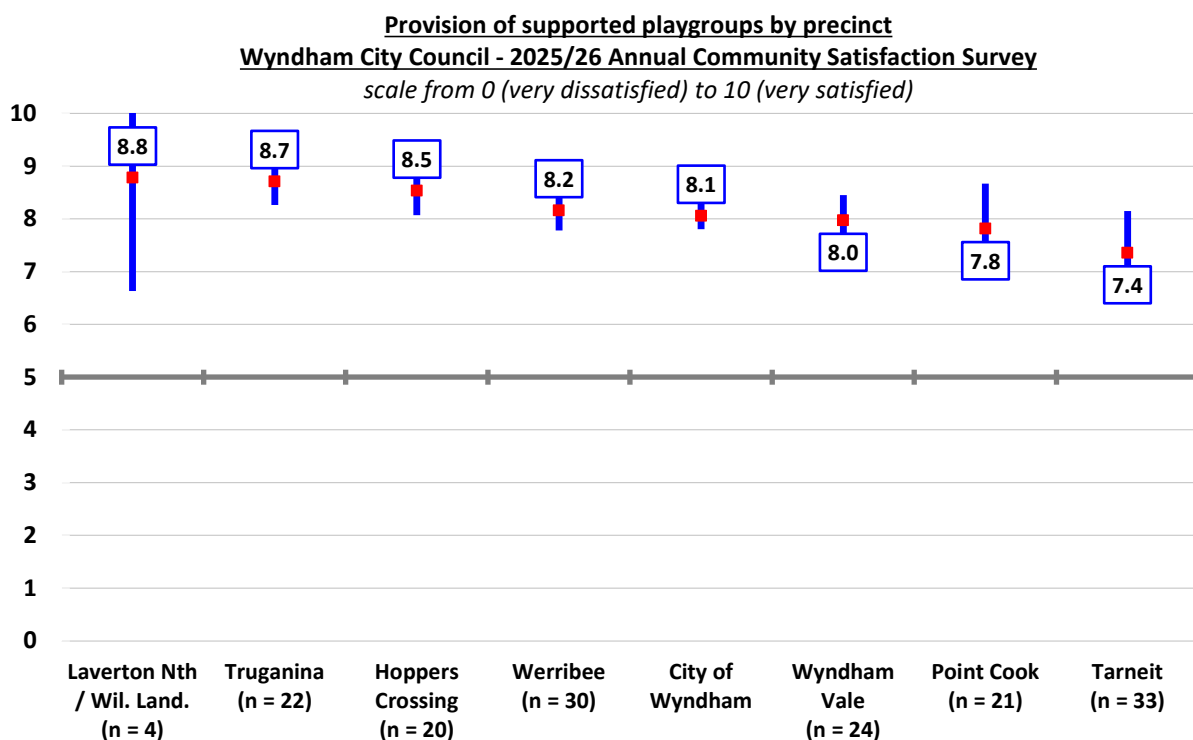
This result comprised 75% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 155 of the 165 (14%) respondents from households who had used these facilities in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile.



These facilities were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

Given the small sample size, there was no measurable variation observed across the municipality, although attention is drawn to the four respondents from Laverton North / Williams Landing, who were notably more satisfied, and the 33 respondents from Tarneit, who were notably less satisfied.



Council support to access child and family services you and your family need

Council support to access child and family services you and your family need was the 20th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

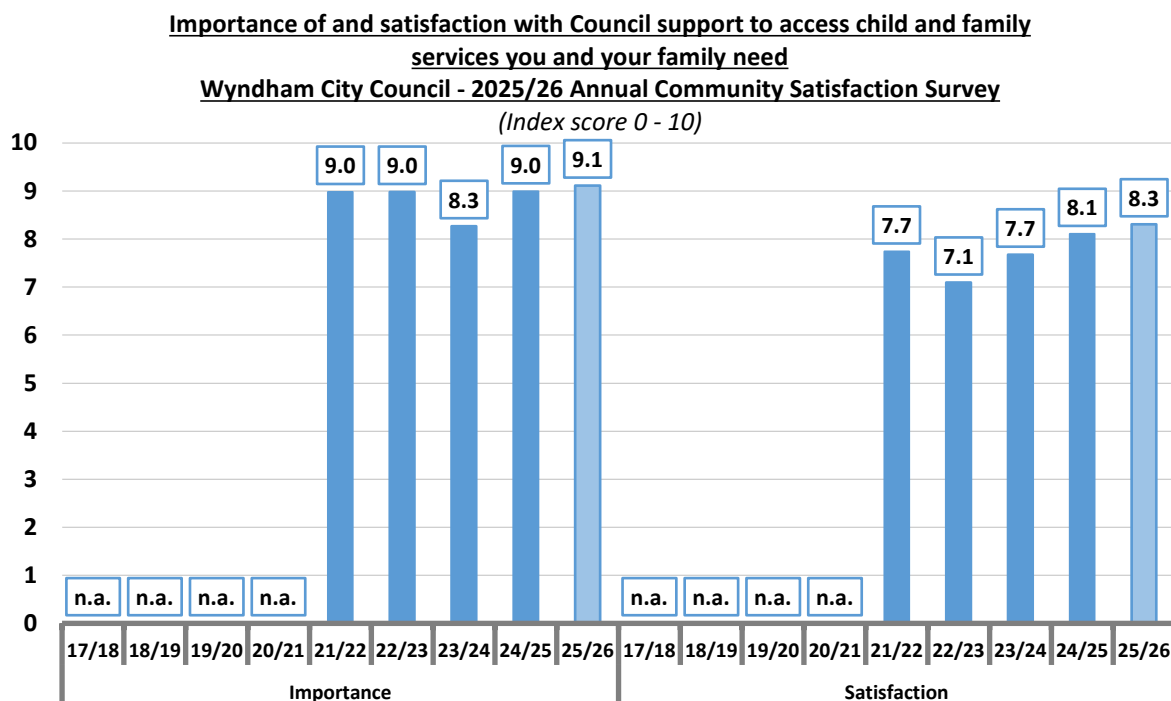
Satisfaction with these services increased somewhat this year, up two percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This result was notably higher than the “excellent” long-term average satisfaction since 2021/22 of 7.8 out of 10, and a record high result for this service.

This ranks these services 10th in terms of satisfaction this year.

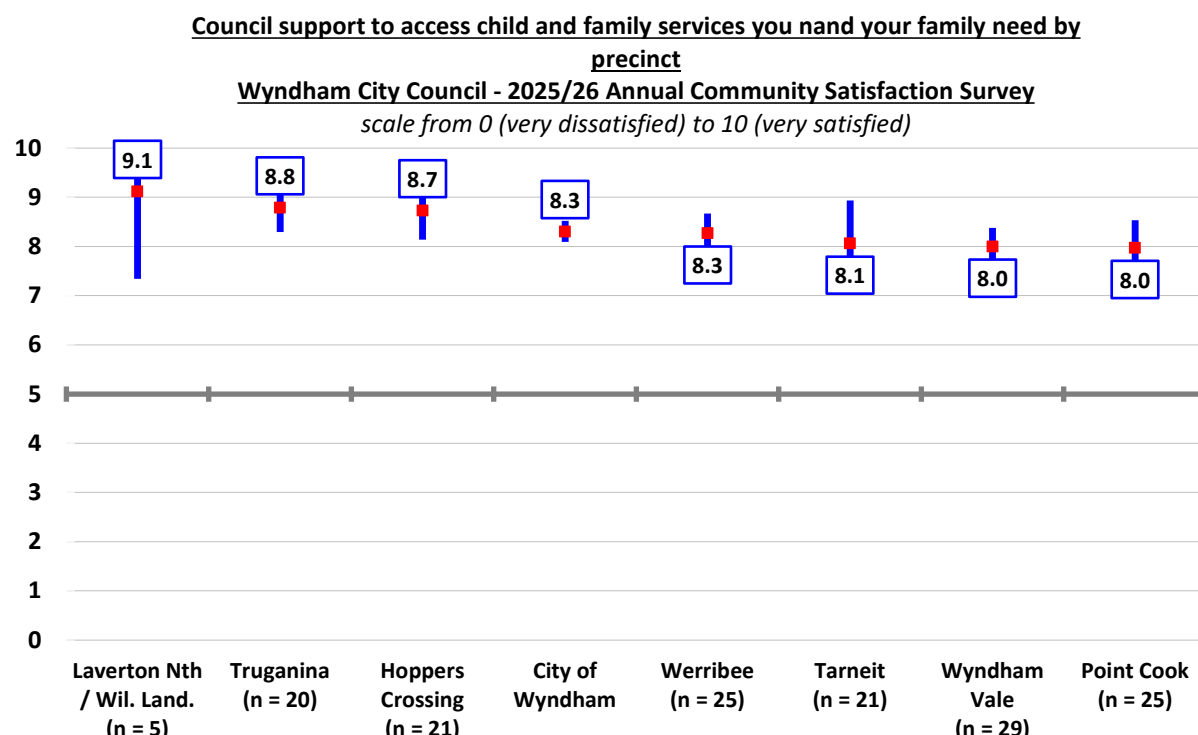
This result comprised 75% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 147 of the 158 (13%) respondents from households who had used these services in the last 12 months.

There was some substantive variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than the municipal average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

There was no measurable variation observed across the municipality, although attention is drawn to the five respondents from Laverton North / Williams Landing, who were notably more satisfied than the municipal average.



Provision of youth services

Youth services were the 31st most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with youth services increased somewhat this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

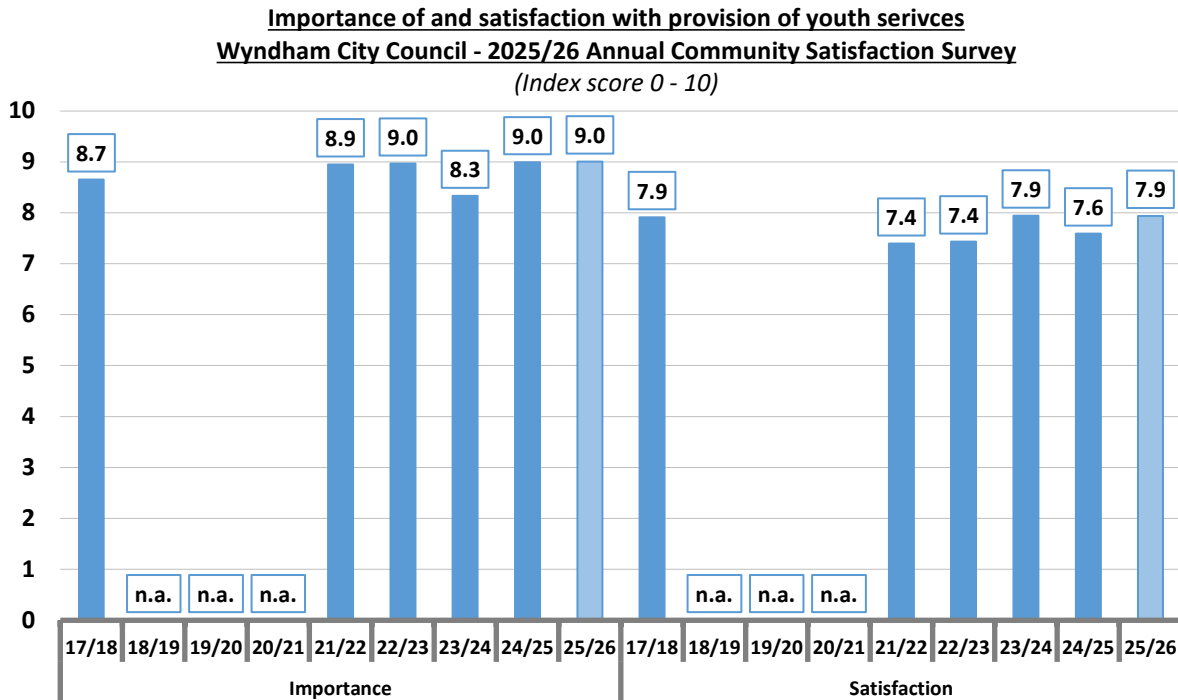
This was somewhat higher than the long-term average satisfaction since 2013/14 of 7.7 out of 10 or “very good”, and the equal highest score recorded for this service.

This ranks youth services 22nd in terms of satisfaction this year.

This result comprised 73% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 97 of the 107 (9%) respondents from households who had used these services in the last 12 months.

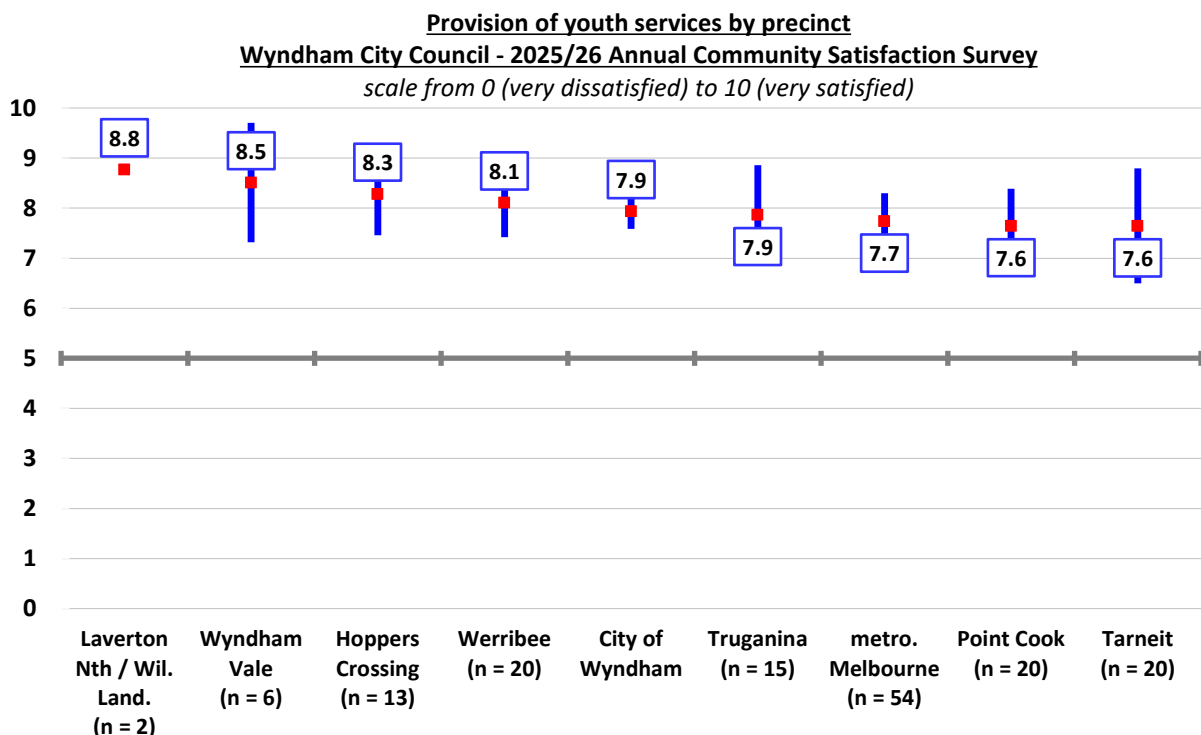
Given the small sample size, there was no substantive variation in satisfaction observed by respondent profile.





By way of comparison, this result was somewhat (2pts) higher than the metropolitan Melbourne average satisfaction with “services for youth” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in satisfaction observed across the municipality, although attention is drawn to the two respondents from Laverton North / Williams Landing and the six respondents from Wyndham Vale, who were notably more satisfied than the municipal average.



Council support to access services for older residents

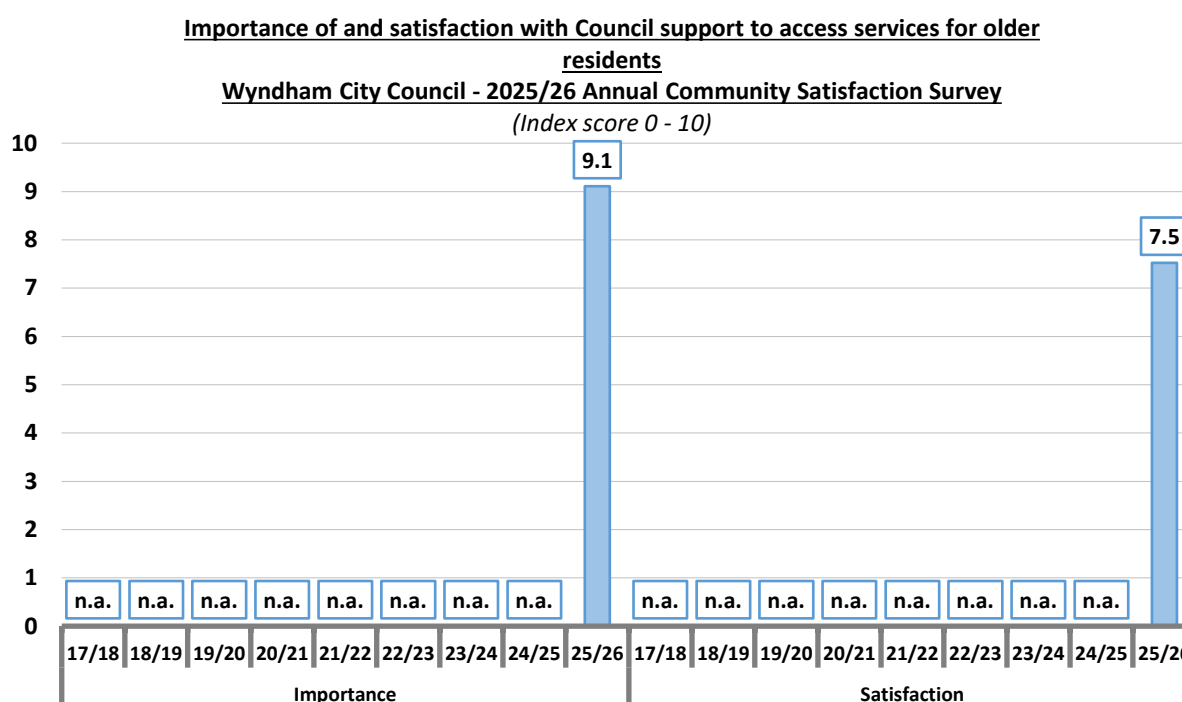
Council support to access services for older residents was the 21st most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services was a “very good” 7.5 out of 10 this year. This was the first year these services were included in the survey.

This ranks these services 39th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 46 (7.9).

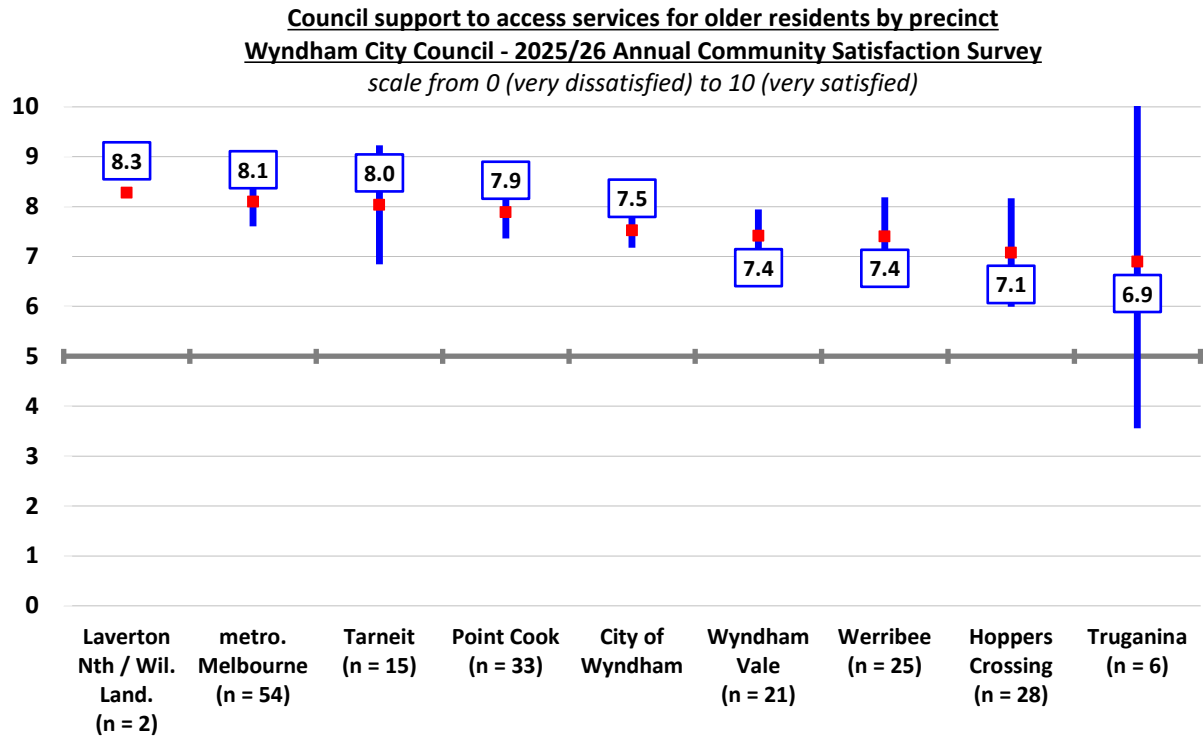
This result comprised 61% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 131 of the 139 (12%) respondents from households who had used these services in the last 12 months.

Male respondents were notably more satisfied than female respondents.



By way of comparison, this result was notably (6pts) lower than the metropolitan average satisfaction with “services for seniors” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that the two respondents from Laverton North / Williams Landing were notably less satisfied than average, and at an “excellent” rather than a “very good” level, while the six respondents from Truganina were notably less satisfied.



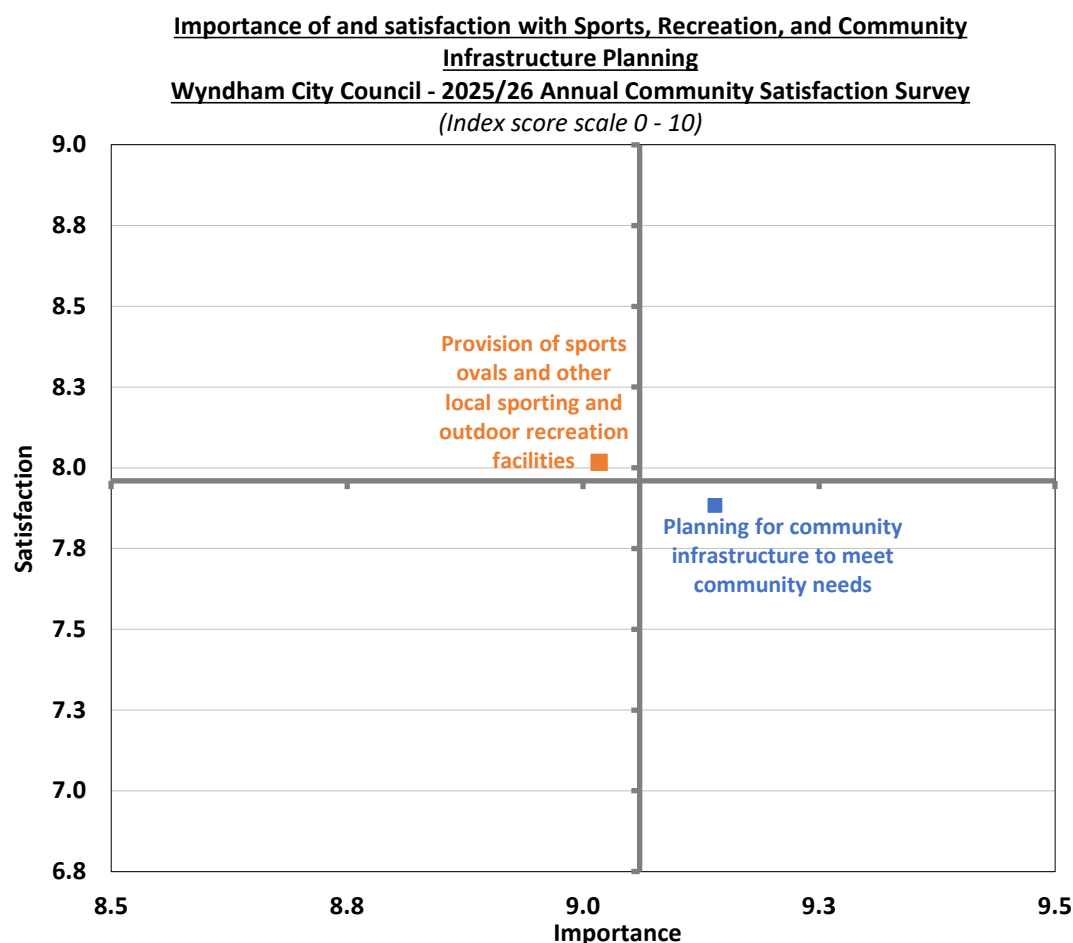
Sport, Recreation and Community Infrastructure planning

Two services from the Sport, Recreation, and Community Infrastructure Planning division were included in the survey this year.

These were the provision of sports ovals and other local sporting and outdoor recreation facilities, along with planning for community infrastructure to meet community needs.

Planning for community infrastructure to meet community needs was of marginally higher than average importance and received an approximately average satisfaction score.





Provision of sports ovals and other local sporting and outdoor recreation facilities

The provision of sports ovals and other local sporting and outdoor recreation facilities was the 29th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with sports ovals remained essentially stable this year, down one percentage point to 8.0 out of 10 this year, which remains an “excellent” level of satisfaction.

This result was consistent with the long-term average satisfaction since 2013/14 of 8.0 out of 10.

This ranks sports ovals 17th in terms of satisfaction this year.

This result comprised 74% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 385 of the 402 (34%) respondents from households who had used these facilities in the last 12 months.

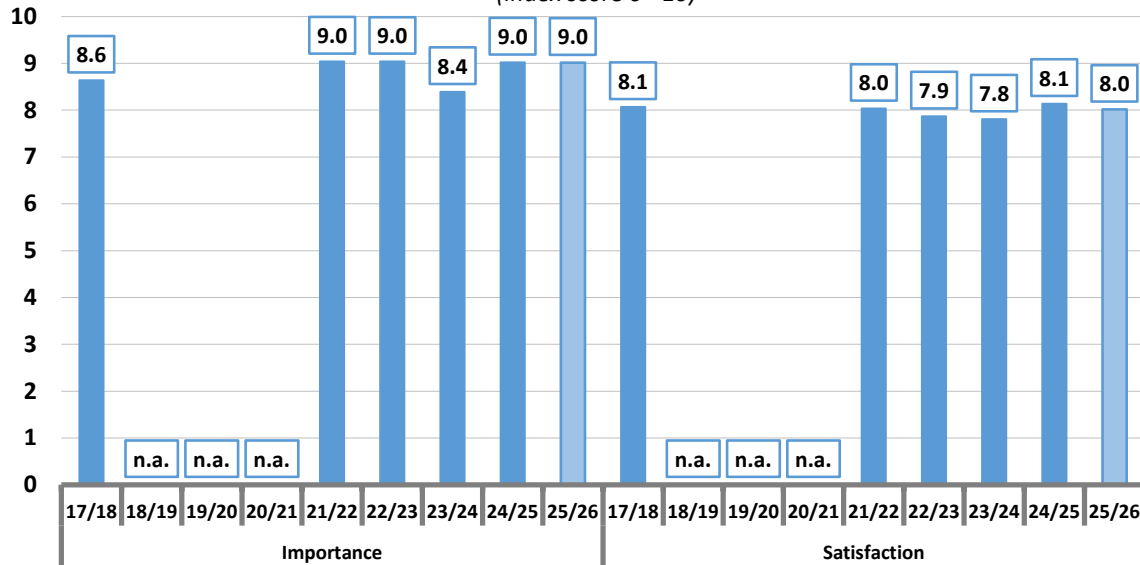
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied, and older adults (aged 55 to 74 years) notably more satisfied than average.



Importance of and satisfaction with provision of sports ovals and other local sporting and outdoor recreation facilities

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Index score 0 - 10)



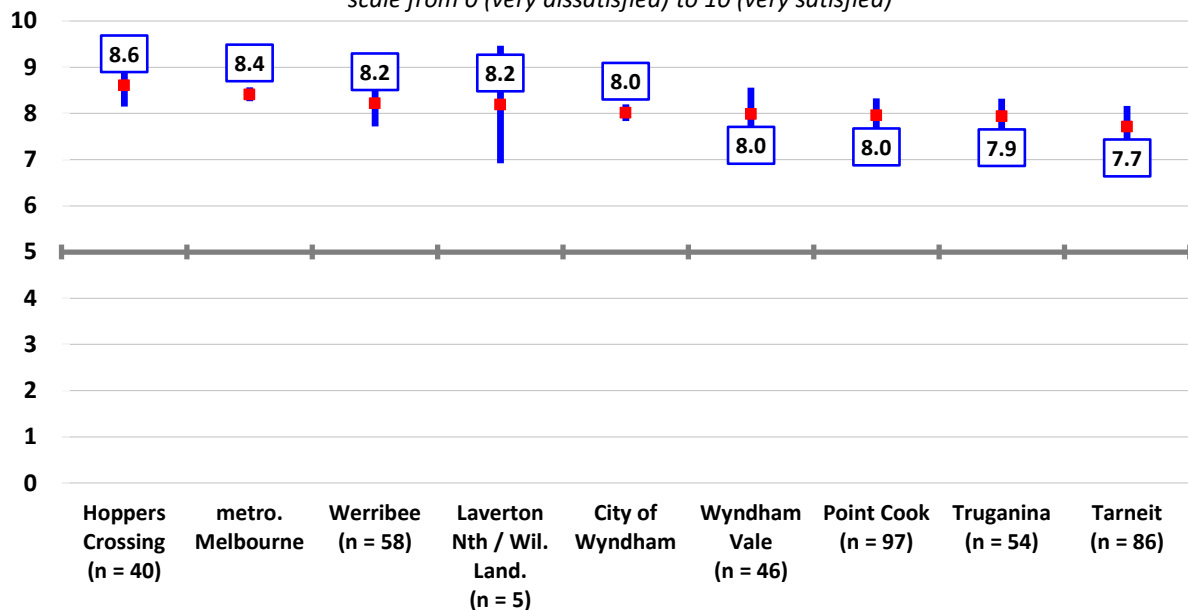
By way of comparison, this result was measurably (4pts) lower than the metropolitan average satisfaction with sports ovals and other local sporting facilities of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction observed across the municipality, although 40 respondents from Hoppers Crossing notably more satisfied than average.

Provision of sports ovals and other local sporting and outdoor recreation facilities by precinct

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

scale from 0 (very dissatisfied) to 10 (very satisfied)



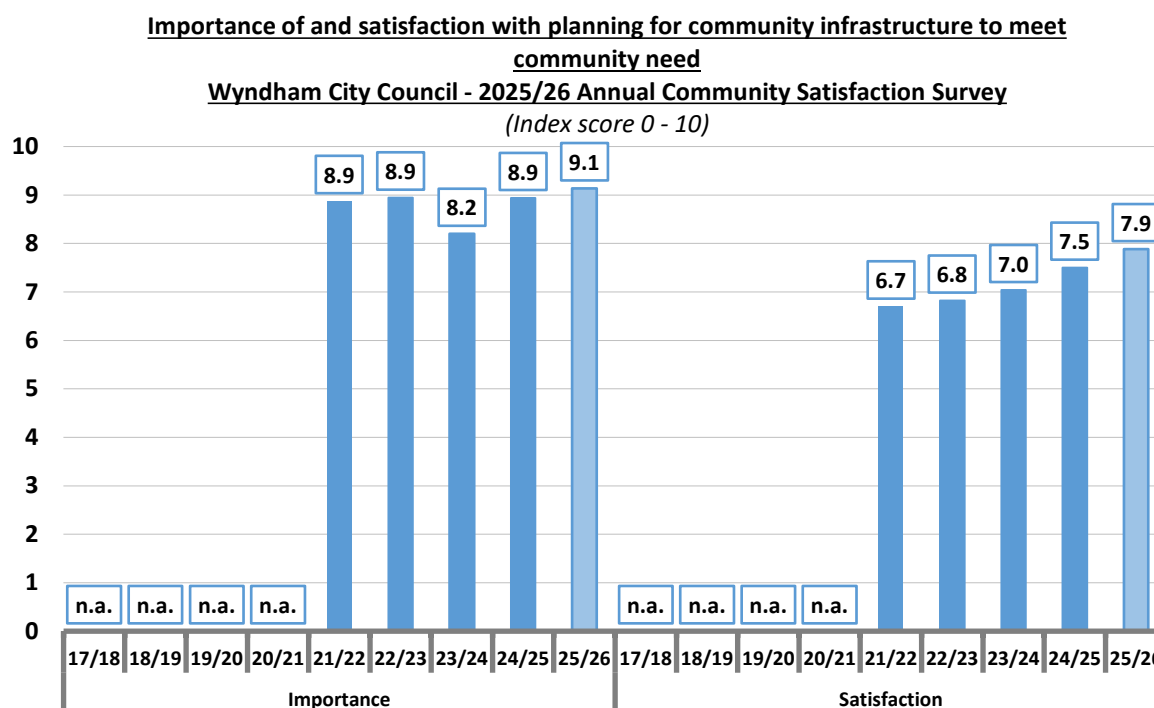
Planning for community infrastructure to meet community need

Planning for community infrastructure to meet community need was the 17th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with planning for community infrastructure to meet community need increased notably this year, rising four percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction. This result was notably higher than the long-term average satisfaction since 2021/22 of 7.2 out of 10, or “good”, and a record high result.

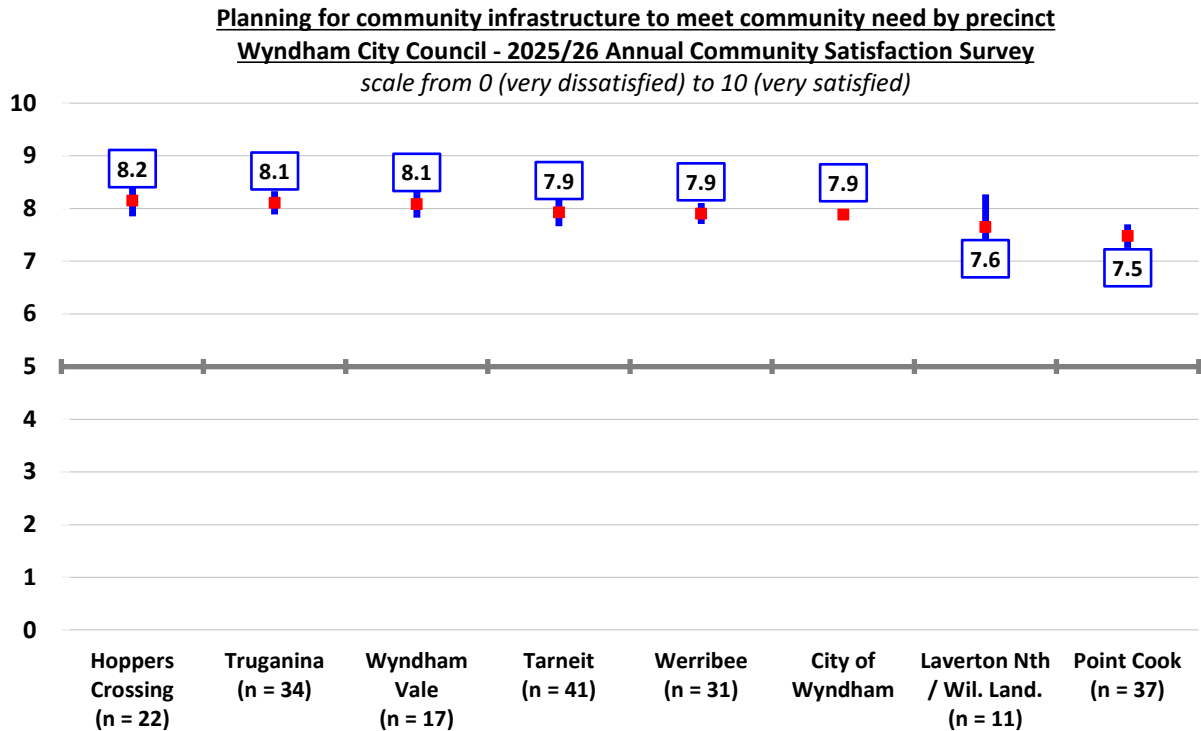
This ranks planning for community infrastructure to meet community need 24th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,107 of the 1,200 respondents who provided a satisfaction score. There was some substantive variation in satisfaction with these services observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English-speaking households.



There was some measurable variation in satisfaction observed across the municipality, with respondents from Point Cook measurably (4pts) less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.





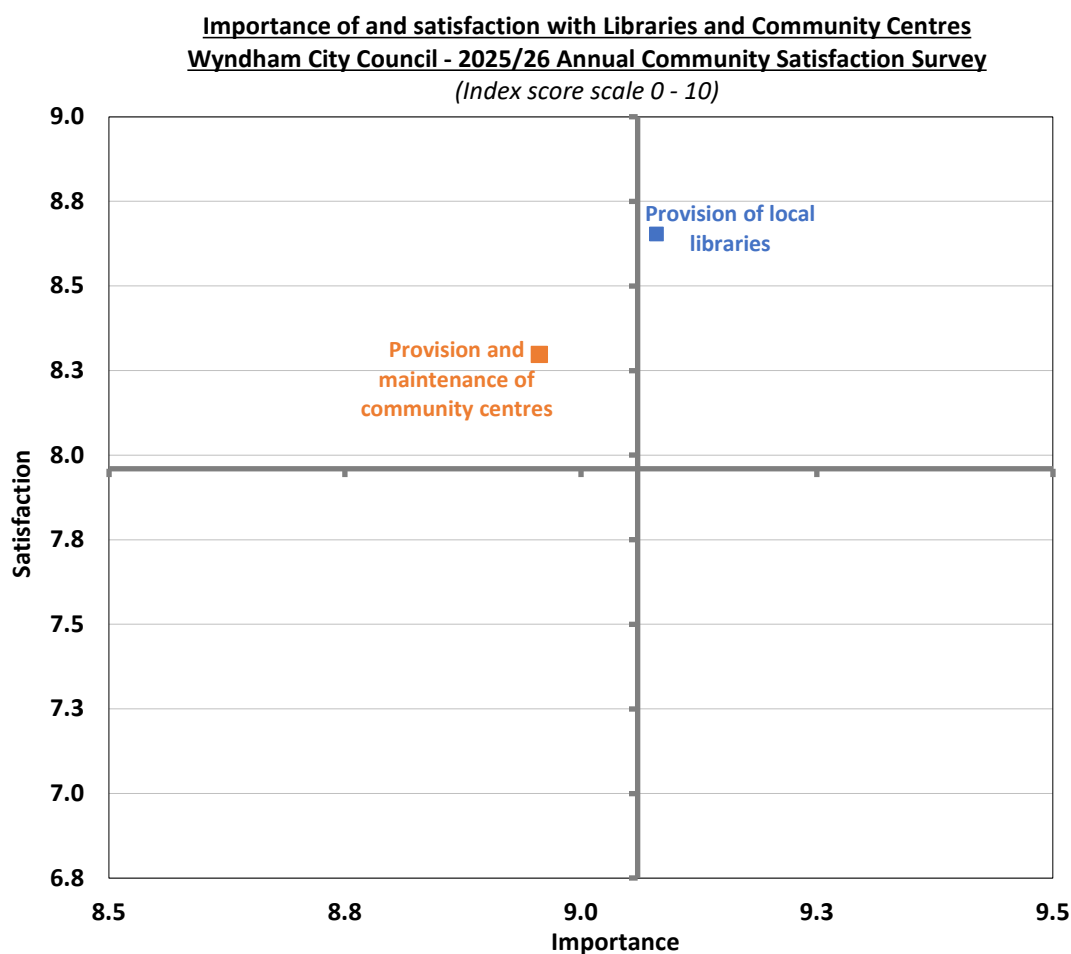
Libraries and Community Centres

Two services from the Libraries and Community Centres division were included in the survey this year, those being the provision of local libraries and community centres.

Libraries were among the facilities with which respondents were most satisfied and which they considered most important.

These facilities were more important than the average of all 46 services and facilities and recorded a higher-than-average satisfaction score.

The provision and maintenance of community centres was of somewhat lower than average importance but received a notably higher than average satisfaction score.



Provision of local libraries

Local libraries were the 25th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

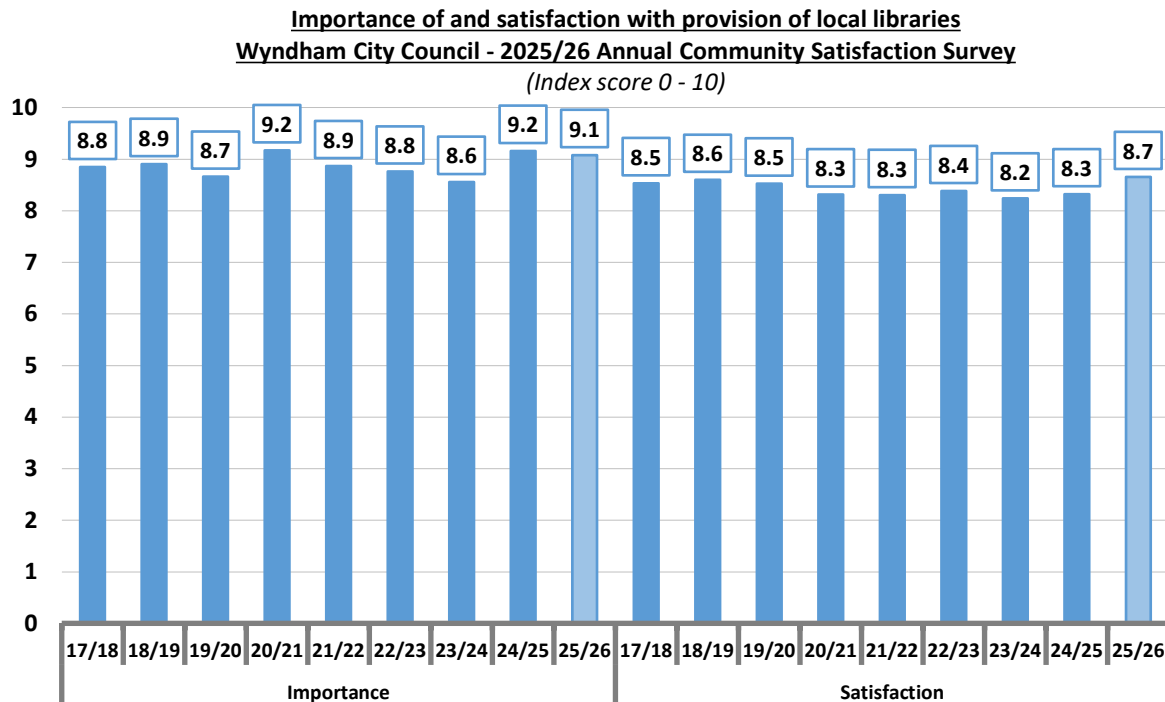
Satisfaction with local libraries increased notably this year, up four percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This result was higher than the long-term average satisfaction since 2013/14 of 8.5 out of 10, or “excellent”, and a record high result for this service for the City of Wyndham.

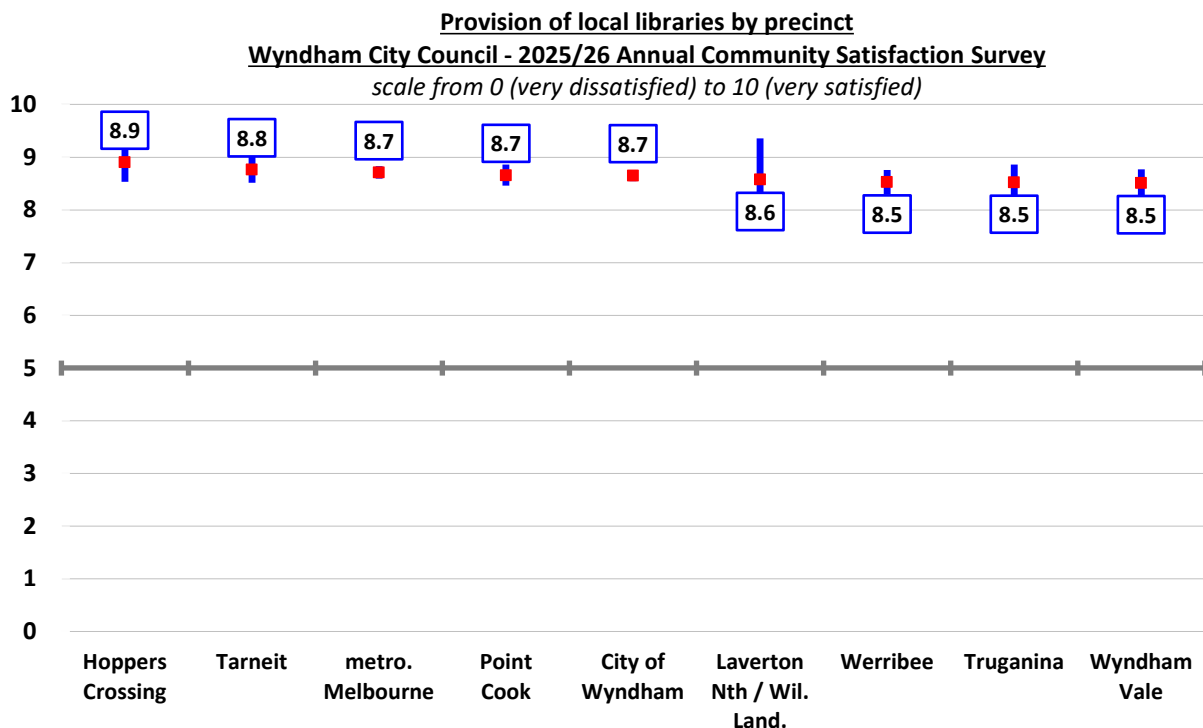
This ranks local libraries 7th in terms of satisfaction this year, and one of nine that received a satisfaction score which was measurably higher than the average of all 46 (7.9).

This result comprised 87% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 546 of the 556 (46%) respondents from households who had used these services and facilities in the last 12 months. There was no substantive variation in satisfaction with local libraries observed by respondent profile.





By way of comparison, this result was consistent with the metropolitan average satisfaction with local libraries of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research. There was no statistically significant variation in satisfaction with local libraries observed across the municipality.



Provision and maintenance of community centres

The provision and maintenance of community centres was the 37th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

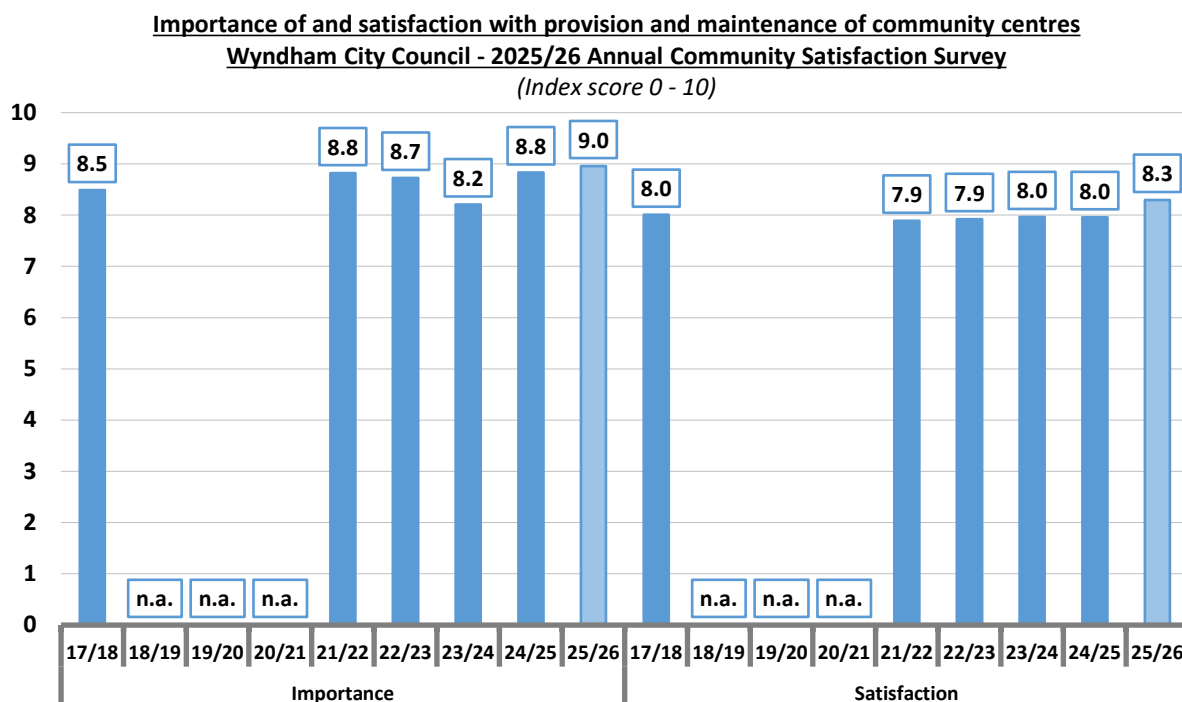
Satisfaction with the provision and maintenance of community centres increased somewhat this year, up three percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This was somewhat higher than the long-term average since 2013/14 of 8.0 or “excellent”, and was a record high result for this service.

This ranks community centres 11th in terms of satisfaction this year.

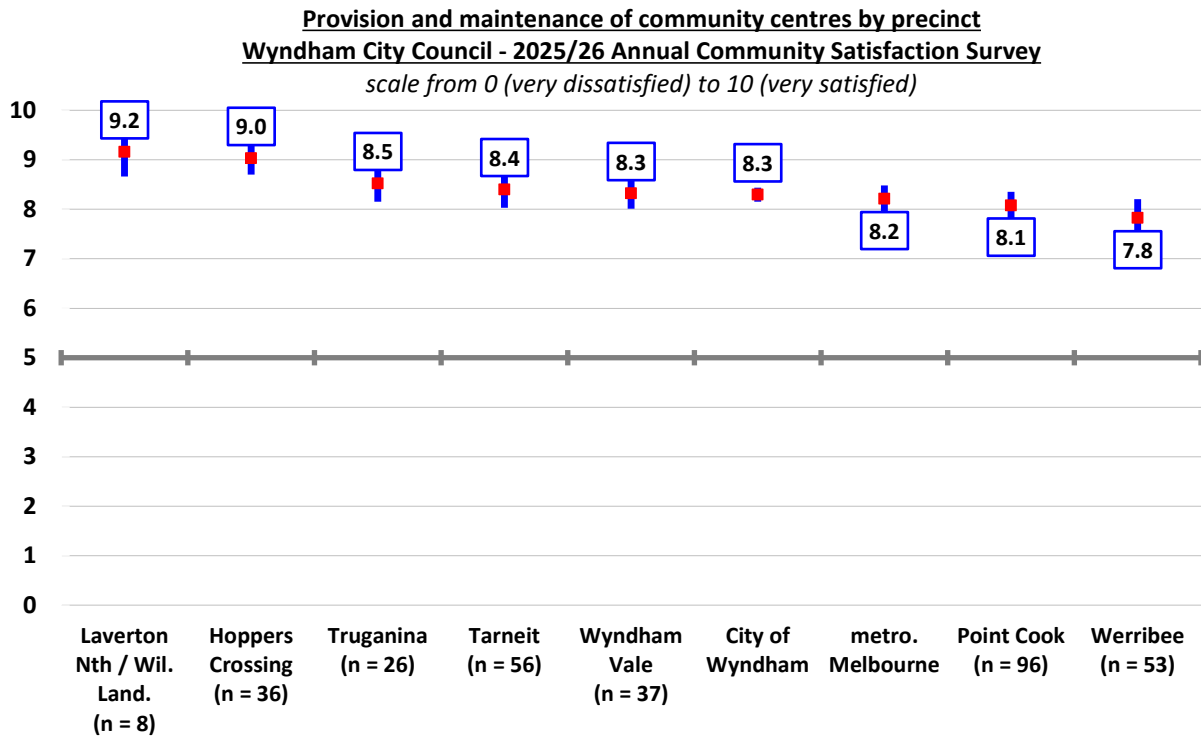
This result comprised 77% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 311 of the 319 (27%) respondents from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.



By way of comparison, this result was essentially the same as the metropolitan average satisfaction with “community centres / neighbourhood houses” of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with the provision of community centres observed across the municipality, with eight respondents from Laverton North / Williams Landing and 36 respondents from Hoppers Crossing measurably (9pts and 7pts respectively) more satisfied than the municipal average. Conversely, respondents from Werribee were measurably (5pts) less satisfied.



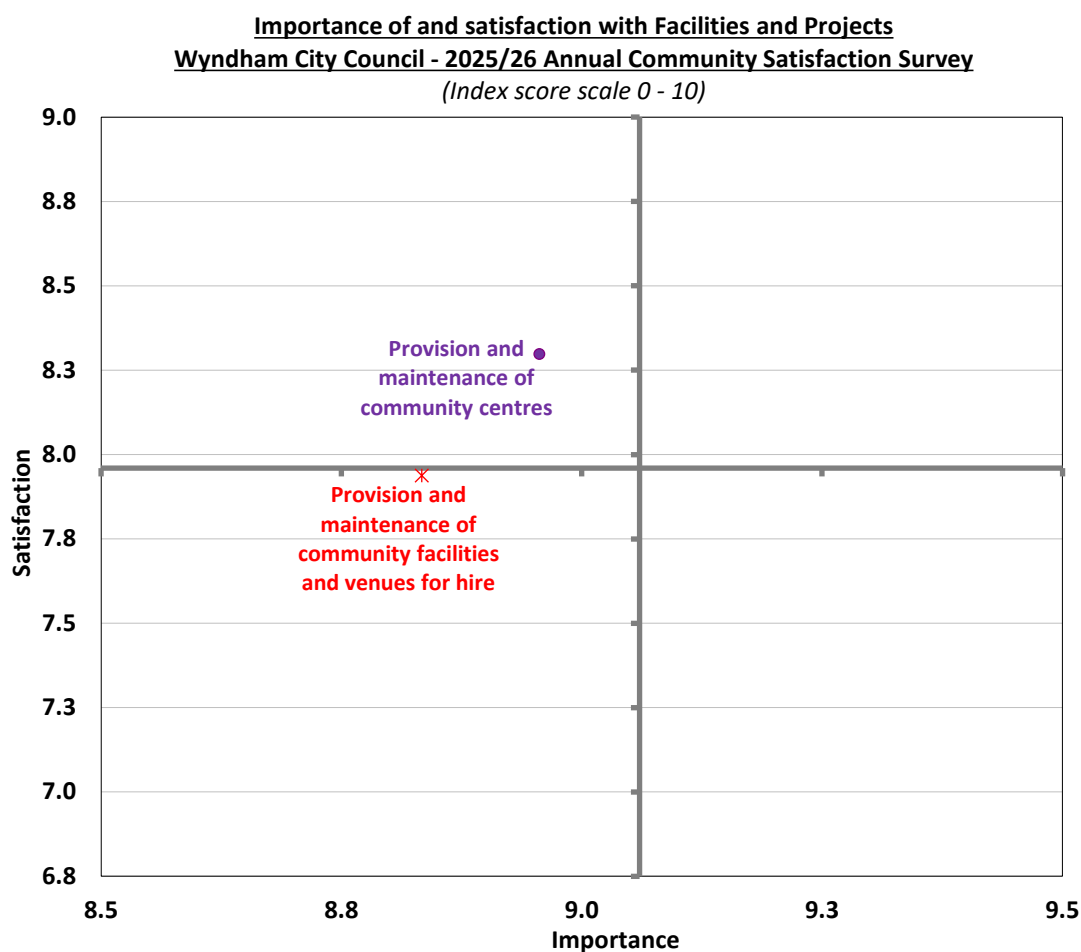
Facilities and Projects

There were two services and facilities from the Facilities and Projects department of Council included in the survey this year, including the provision and maintenance of community centres, and the provision and maintenance of community facilities for hire.

Both of these services were of lower-than-average importance, which was consistent with historical results and results observed elsewhere over many years by Metropolis Research.

Satisfaction with both services was at “excellent” levels.





Provision and maintenance of community centres

The provision and maintenance of community centres was the 37th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the provision and maintenance of community centres increased somewhat this year, up three percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This was somewhat higher than the long-term average since 2013/14 of 8.0 or “excellent”, and a record high result for this service.

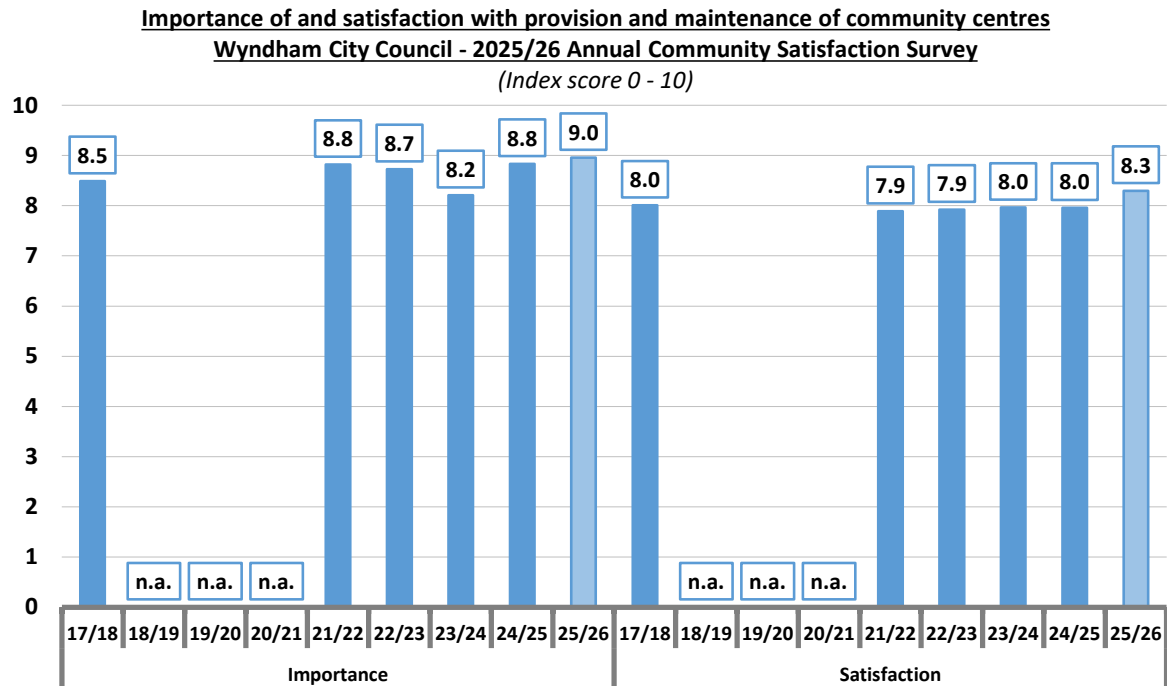
This ranks community centres 11th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 311 of the 319 (27%) respondents from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

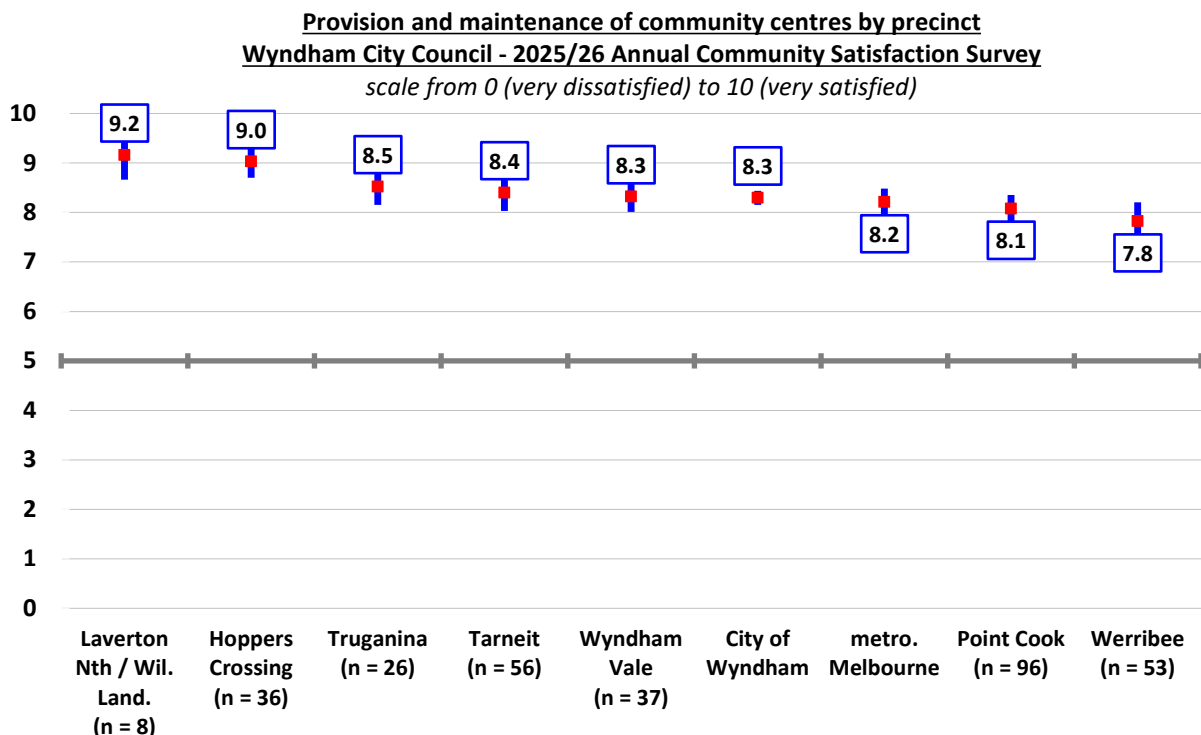


By way of comparison, this result was essentially the same as the metropolitan average satisfaction with “community centres / neighbourhood houses” of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with the provision of community centres observed across the municipality, with eight respondents from Laverton North / Williams Landing and 36 respondents Hoppers Crossing measurably (9pts and 7pts respectively) more satisfied than the municipal average.

Conversely, 53 respondents from Werribee were measurably (5pts) less satisfied.



Provision and maintenance of community facilities and venues for hire

The provision and maintenance of community facilities and venues for hire was the 39th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46 (9.1).

Satisfaction with the provision and maintenance of community facilities and venues for hire remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

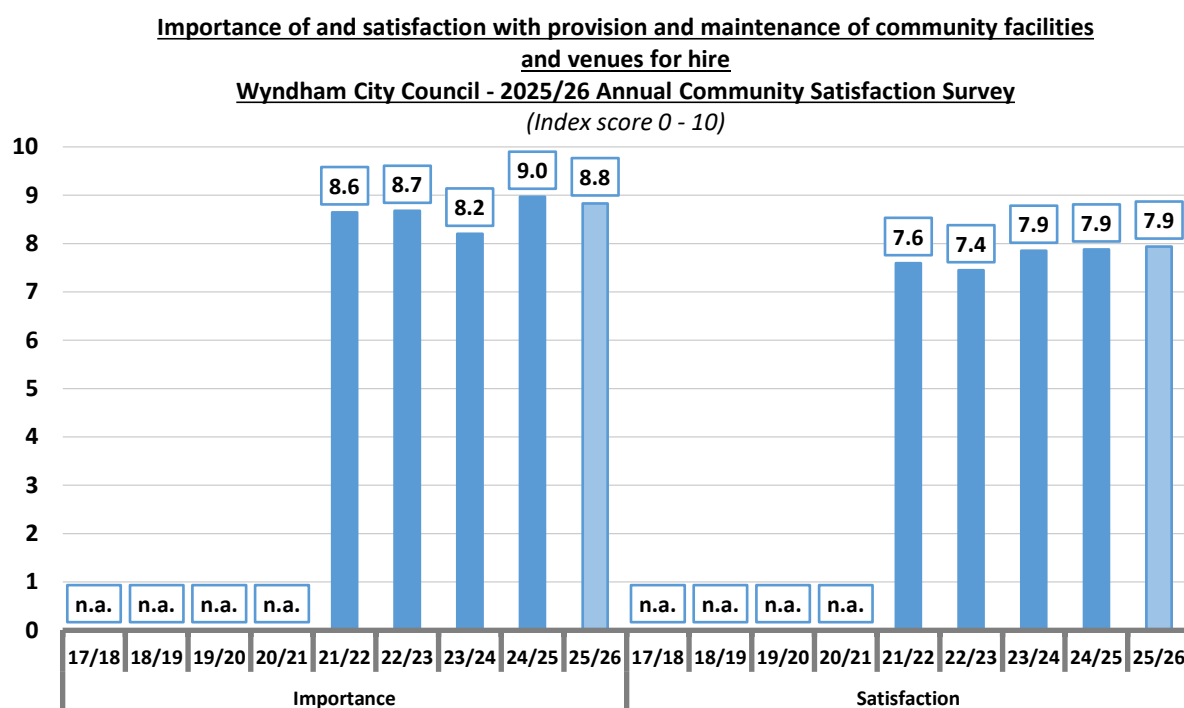
Satisfaction with these services remained somewhat higher than the “very good” long-term average of 7.7 out of 10, and the third consecutive year at a record high result.

This ranks the provision and maintenance of community facilities and venues for hire 20th in terms of satisfaction this year.

This result comprised 73% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 184 of the 198 (17%) respondents from households who had used these services / facilities in the last 12 months.

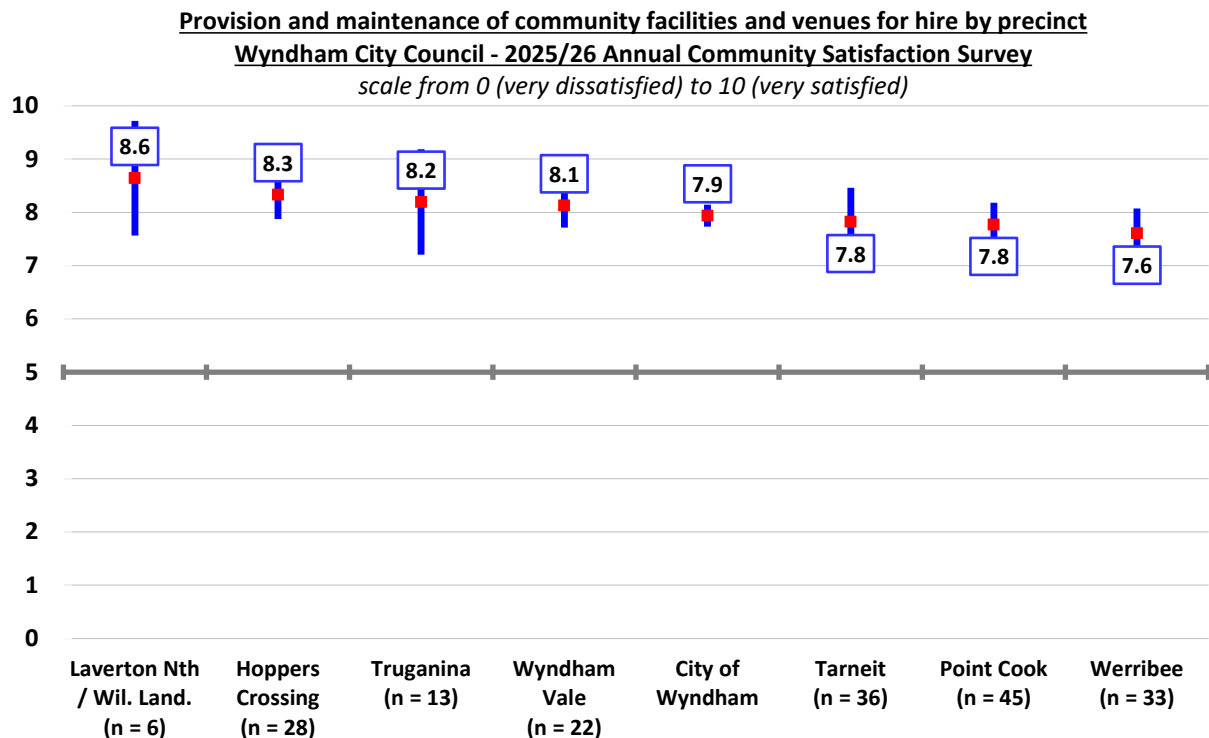
Given the relatively small sample size, there was no observable significant variation in satisfaction with these services by respondent profile.

These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results are available.



Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Laverton North / Williams Landing (6 respondents) and Hoppers Crossing (28 respondents) were notably (7pts and 4pts respectively) more satisfied than average.

Conversely, 33 respondents from Werribee were notably less satisfied than average, and at a “very good” rather than an “excellent” level.

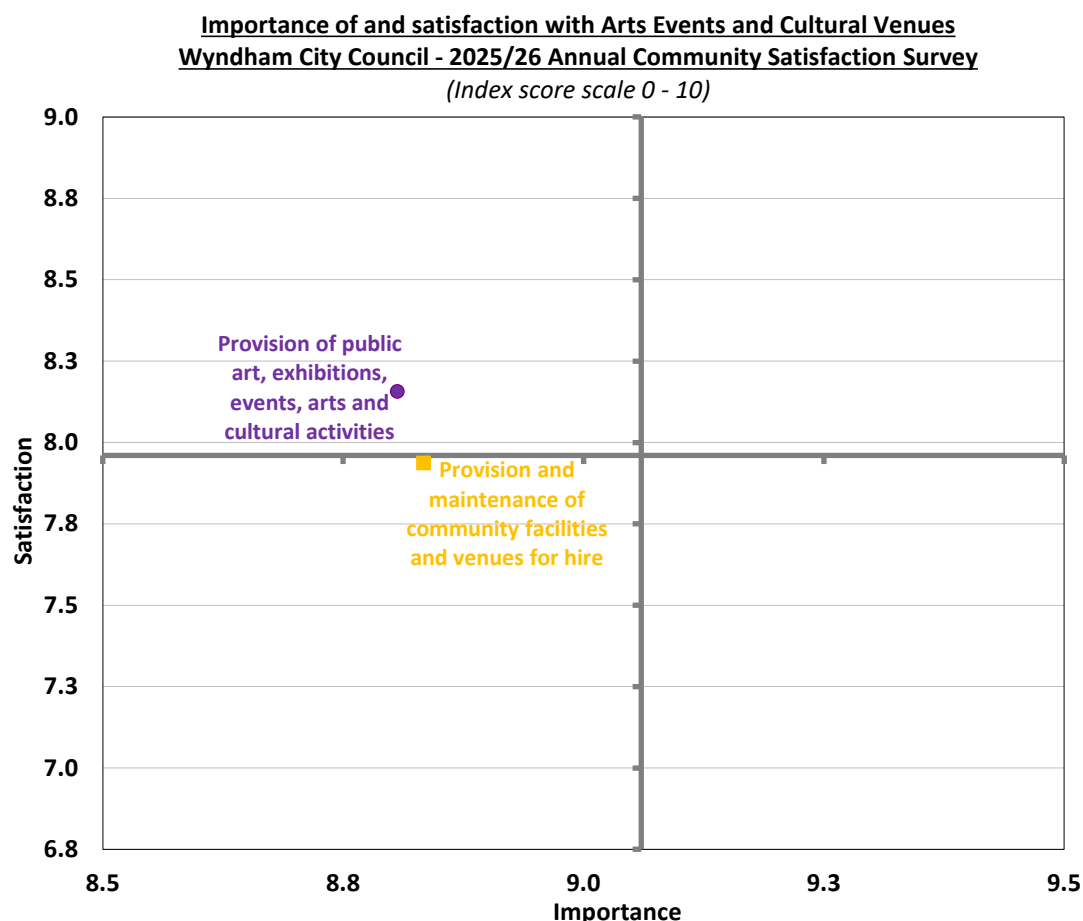


A Liveable City

Arts Events and Cultural Venues

There were two services from Arts Events and Cultural Venues included in the survey, those being the provision of public art, exhibitions, events, arts, and cultural activities, and the provision and maintenance of community facilities and venues for hire.

Both services were less important than the municipal average, however recorded average to above average satisfaction scores.



Provision and maintenance of community facilities and venues for hire

The provision and maintenance of community facilities and venues for hire was the 39th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46 (9.1).

Satisfaction with the provision and maintenance of community facilities and venues for hire remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

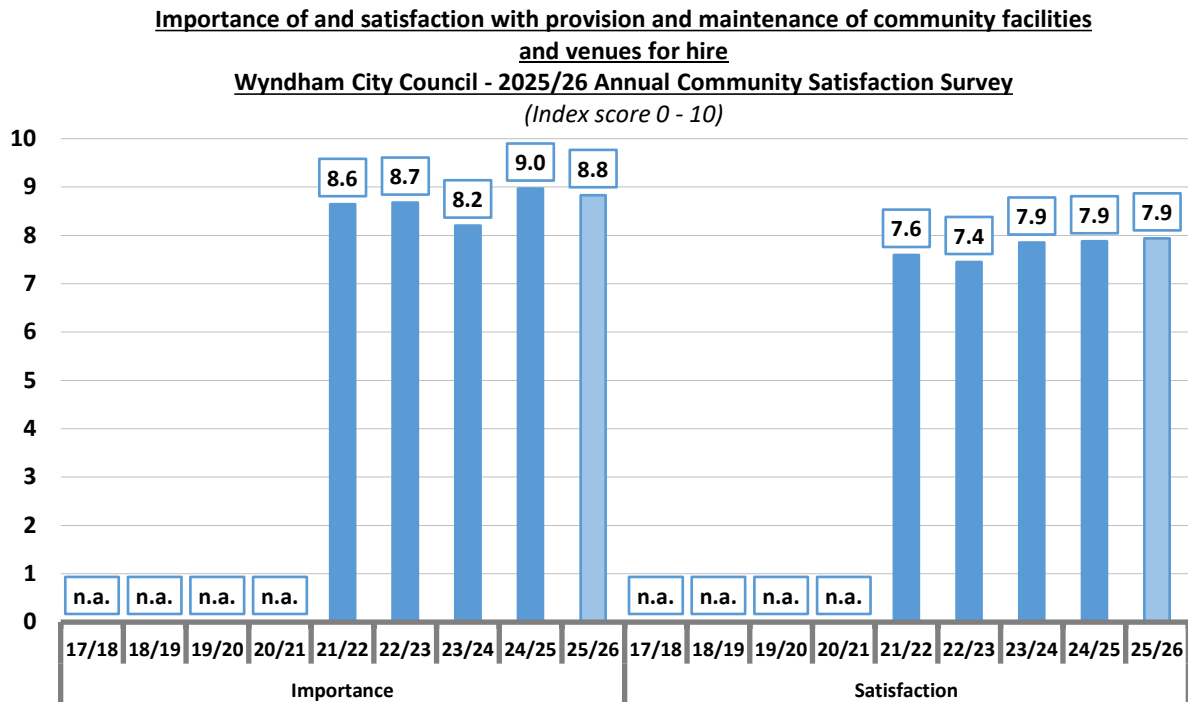
Satisfaction with these services remained somewhat higher than the “very good” long-term average of 7.7 out of 10.

This ranks the provision and maintenance of community facilities and venues for hire 20th in terms of satisfaction this year.

This result comprised 73% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 184 of the 198 (17%) respondents from households who had used these services / facilities in the last 12 months.

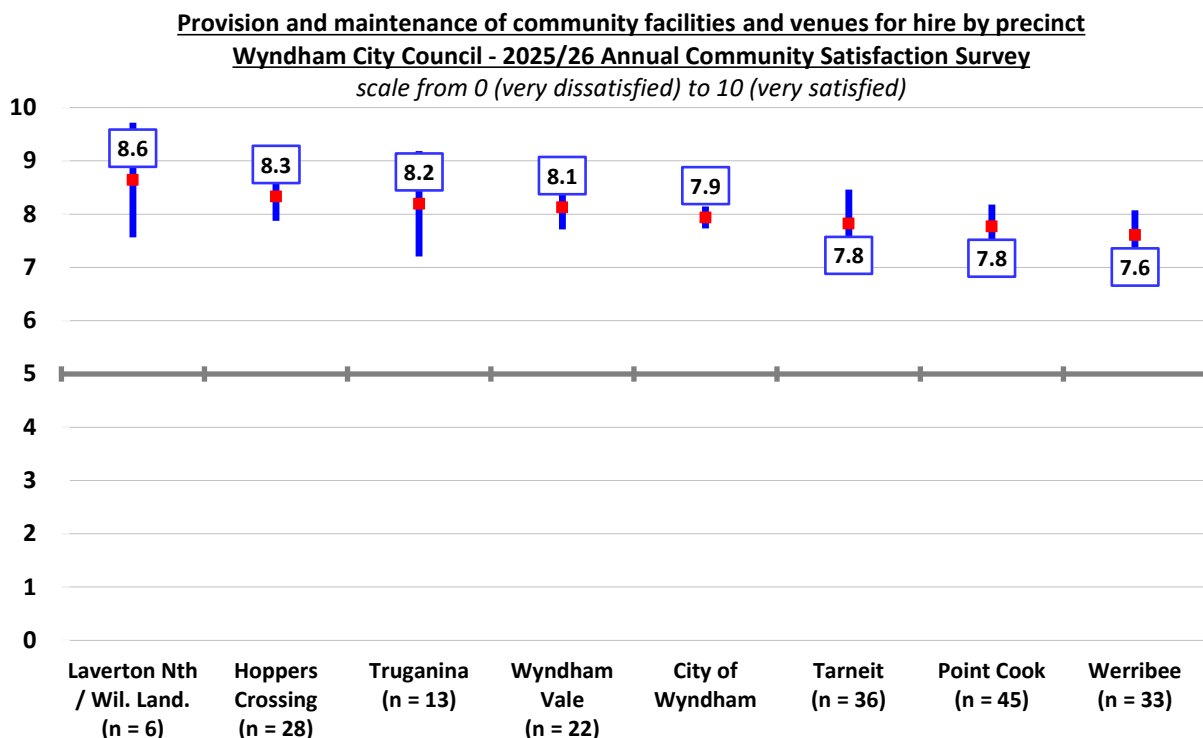
Given the relatively small sample size, there was no observable significant variation in satisfaction with these services by respondent profile.





These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results are available.

Whilst there was no measurable variation observed across the municipality, it is noted that six respondents from Laverton North / Williams Landing and 28 respondents from Hoppers Crossing were notably more satisfied than average (7pts and 4pts respectively). Conversely, 33 respondents from Werribee were notably less satisfied than average, and at a “very good” rather than an “excellent” level.



Provision of public art, exhibitions, events, arts, and cultural activities

The provision of public art, exhibitions, events, arts, and cultural activities was the 40th most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46 (9.1).

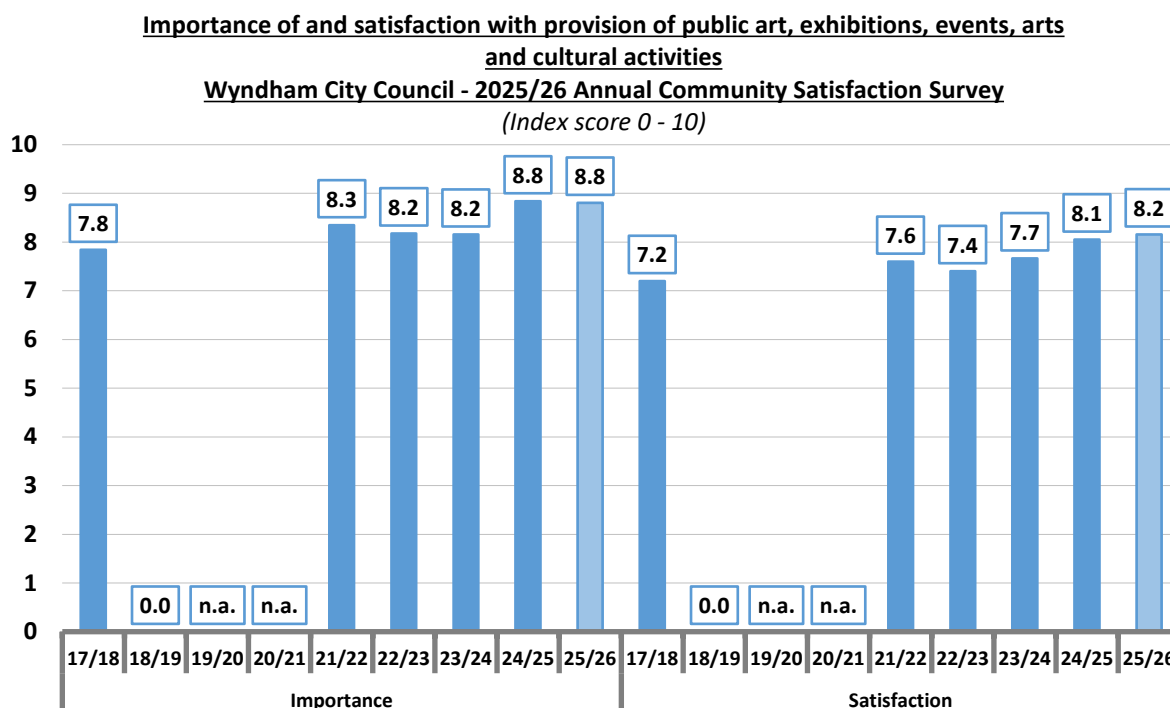
Satisfaction with the provision of public art, exhibitions, events, arts, and cultural activities remained essentially stable this year, up one point to 8.2 out of 10, which remains an “excellent” level of satisfaction.

Satisfaction with these services was notably higher than the “excellent” long-term average since 2013/14 of 7.5 out of 10.

This ranks the provision of public art, exhibitions, events, arts, and cultural activities 13th in terms of satisfaction this year.

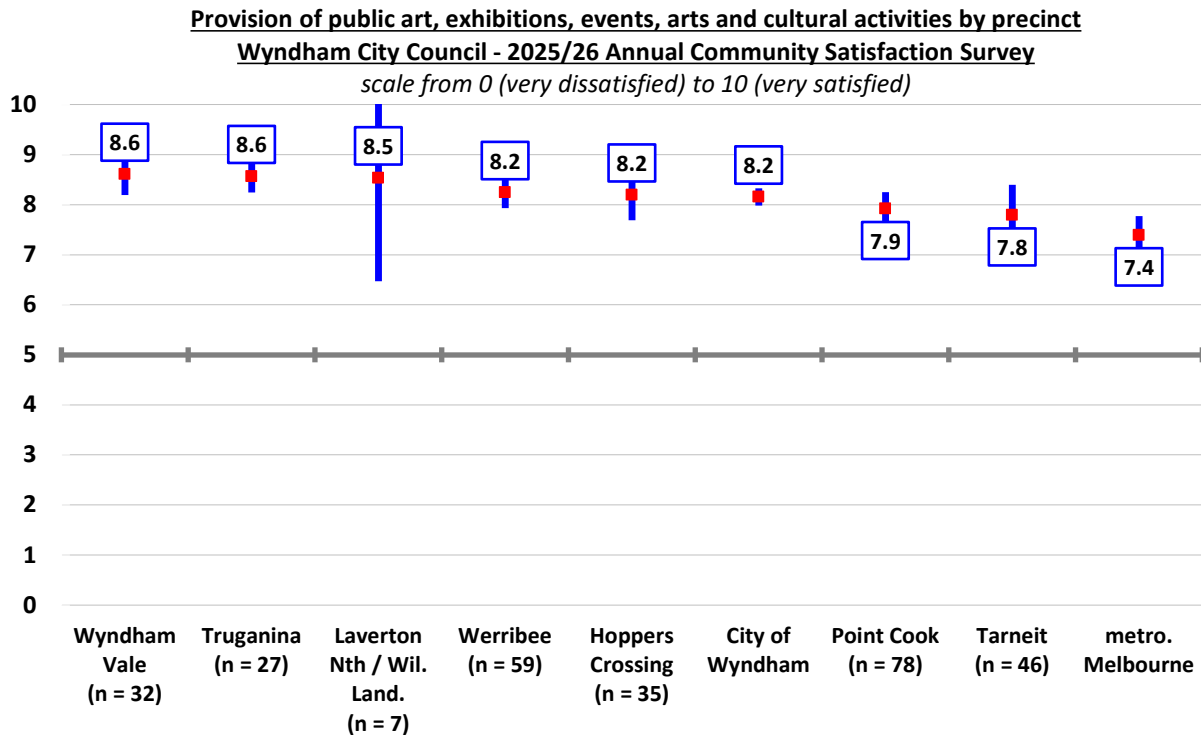
This result comprised 76% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 284 of the 290 (24%) respondents from households who had used these services / facilities in the last 12 months.

There was variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.



By way of comparison, this result was measurably (8pts) higher than the metropolitan combined average satisfaction with the “provision of public art and Council’s festivals and events” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no statistically significant variation in satisfaction with these services observed across the municipality, it is noted that 32 respondents in Wyndham Vale and 27 respondents from Truganina were notably more satisfied than the municipal average, and 46 respondents from Tarneit were notably less satisfied.

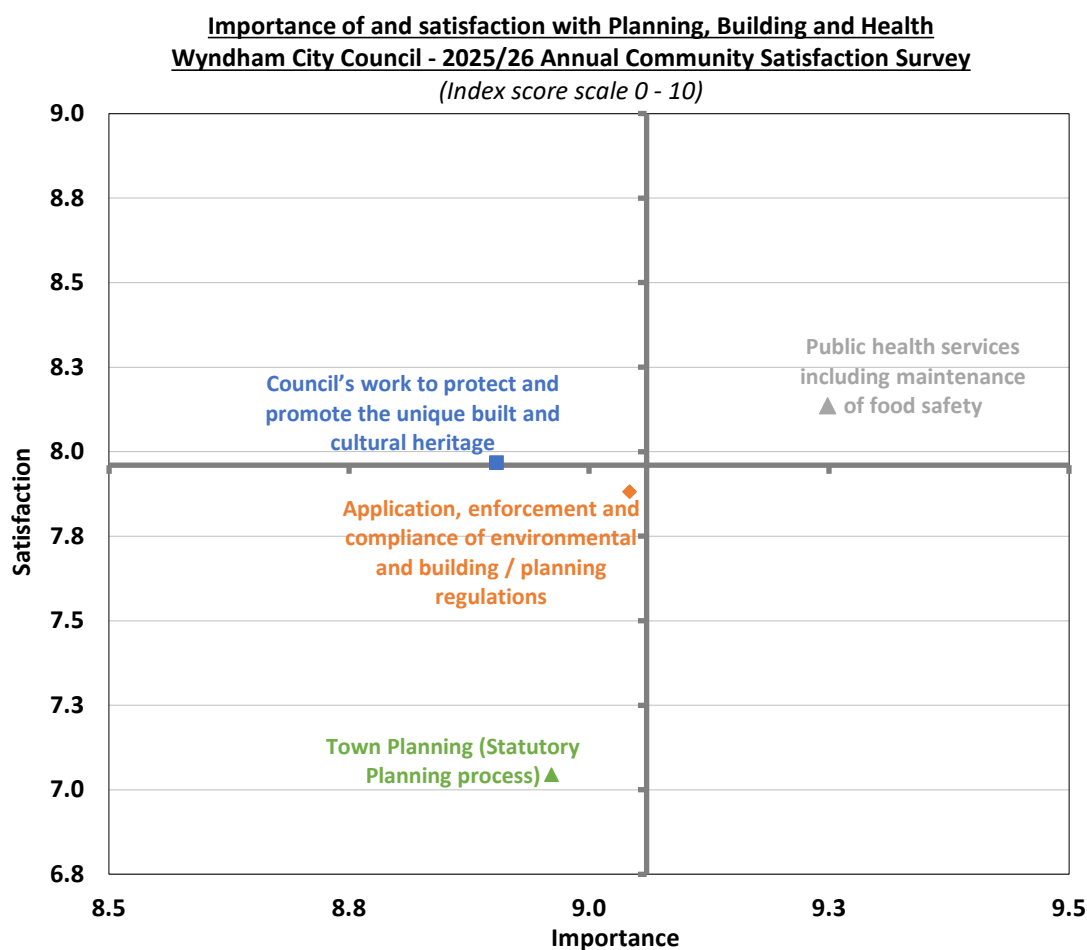


Planning, Building and Health

Four services and facilities from the Planning, Building and Health division were included in the survey this year. These were Council's work to protect and promote the unique built and cultural heritage of the area, the application, enforcement and compliance of environmental and building / planning regulations, Town Planning (Statutory Planning process), and public health services including maintenance of food safety.

Of these four services, only public health services were more important than the average of all 46 services. These services also recorded a satisfaction score which was higher than the average of all 46 services, along with Council's work to protect and promote the unique built and cultural heritage of the area.

The other two services recorded satisfaction scores which were below the average of all 46 services. In particular, Town Planning was among the services with which respondents were least satisfied.



Public health services including maintenance of food safety

Public health services including the maintenance of food safety were the 8th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10, and one of ten services and facilities to be measurably more important than the average of all 46 (9.1).

Satisfaction with these services rose somewhat this year, up two percentage points to 8.1 out of 10, which was an “excellent” level of satisfaction.

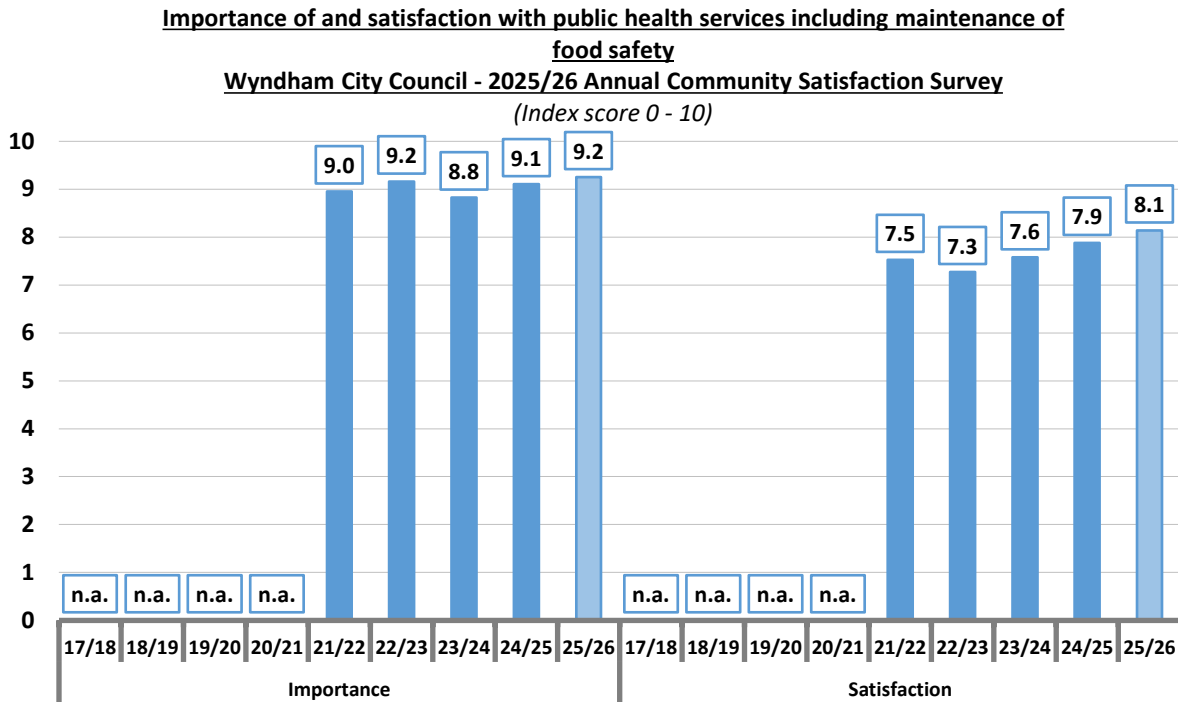
This was notably higher than the long-term average satisfaction since 2021/22 of 7.7 out of 10, and the second consecutive record high result for this service for the City of Wyndham.

This result ranks these services 14th in terms of satisfaction this year.

This result comprised 72% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 1,051 of the 1,200 respondents who provided a score this year.

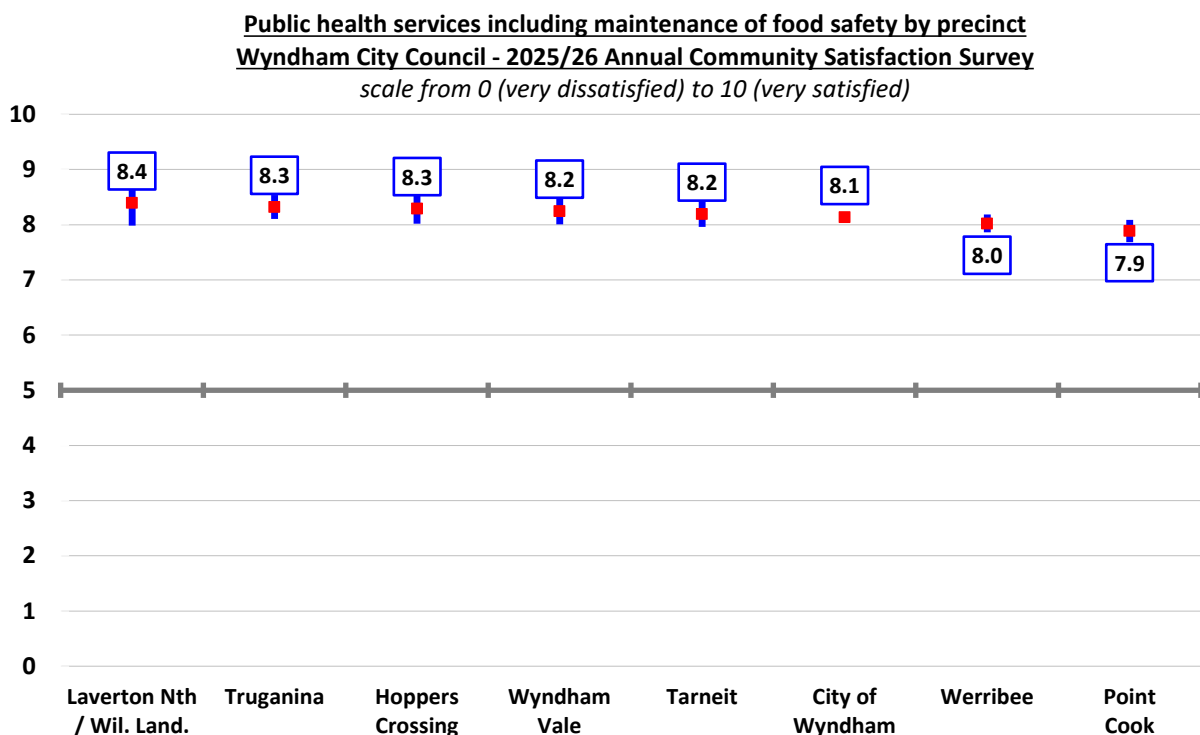
There was no substantive variation in satisfaction with these services observed by respondent profile.





These services were not included in the 2026 *Governing Melbourne* survey, and so no comparisons have been provided.

There was no statistically significant variation in satisfaction with these services observed across the municipality.



Application, enforcement, and compliance of environmental and building / planning regulations

The application, enforcement, and compliance of environmental and building / planning regulations was the 26th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

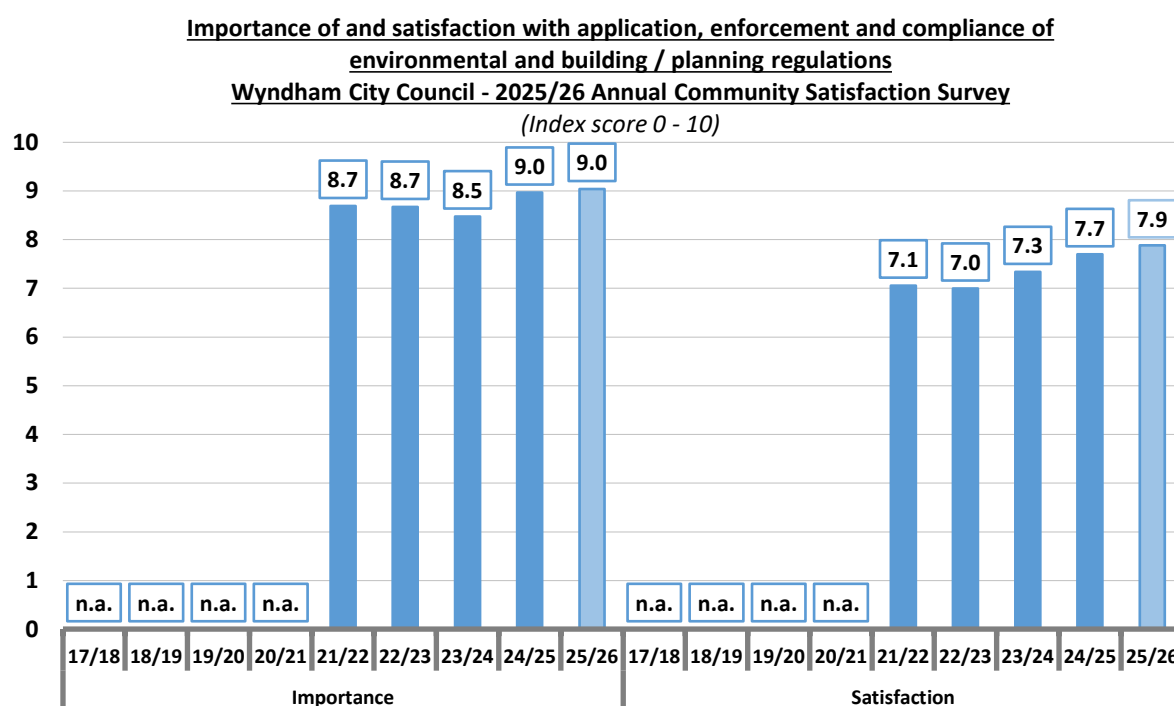
Satisfaction with these services rose somewhat this year, up two percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This was notably higher than the long-term average satisfaction since 2021/22 of 7.4.

This result ranks these services 25th in terms of satisfaction this year, and the third consecutive record high result for this service.

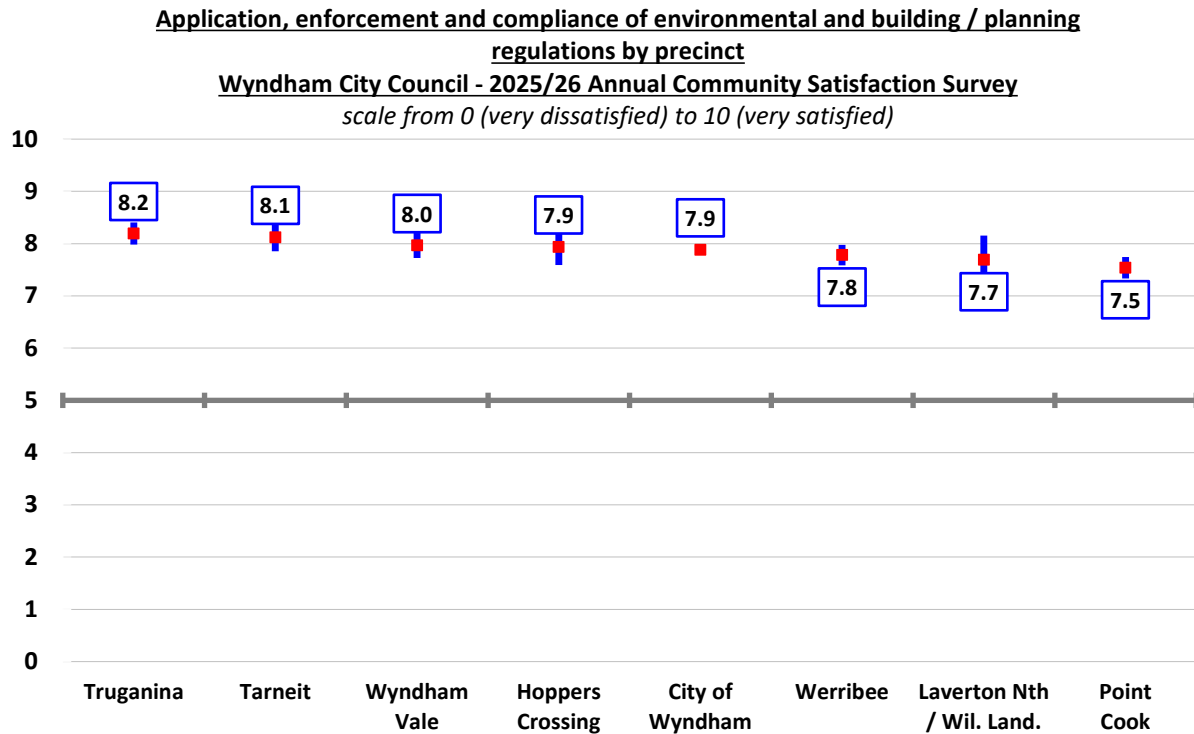
This result comprised 66% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 1,021 of the 1,200 respondents who provided a score this year.

There was some substantive variation in satisfaction with these services observed by respondent profile, with senior citizens notably more satisfied than average.



These services were not included in the 2026 *Governing Melbourne* survey, and so no comparisons have been provided.

There was some statistically significant variation in satisfaction with these services observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average, and respondents from Point Cook measurably (4pts) less satisfied, and at a “very good” rather than an “excellent” level.



Council's work to protect and promote the unique built and cultural heritage

Council's work to protect and promote the unique built and cultural heritage of the area was the 38th most important of the 46 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these services rose notably this year, up five points to 8.0 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

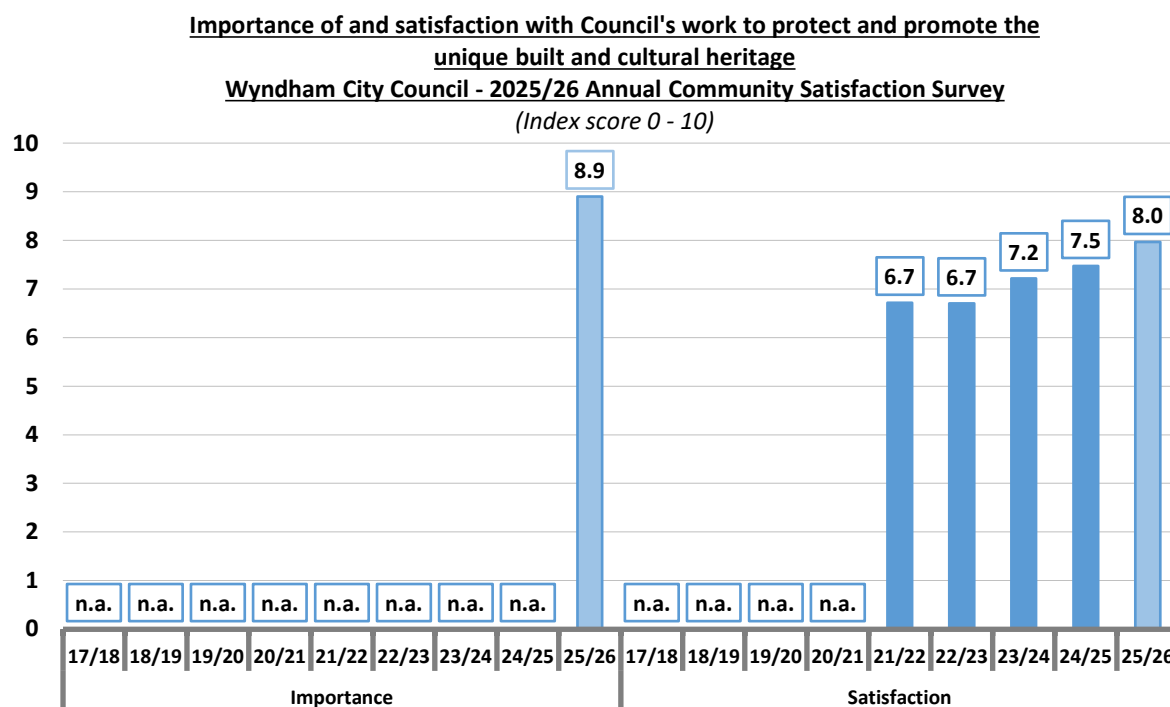
This was notably higher than the long-term average satisfaction since 2021/22 of 7.2 out of 10, and the third consecutive record high result for this service for the City of Wyndham.

This result ranks these services 19th in terms of satisfaction this year.

This result comprised 68% "very satisfied" and two percent dissatisfied respondents, based on a total sample of 1,031 of the 1,200 respondents who provided a score this year.

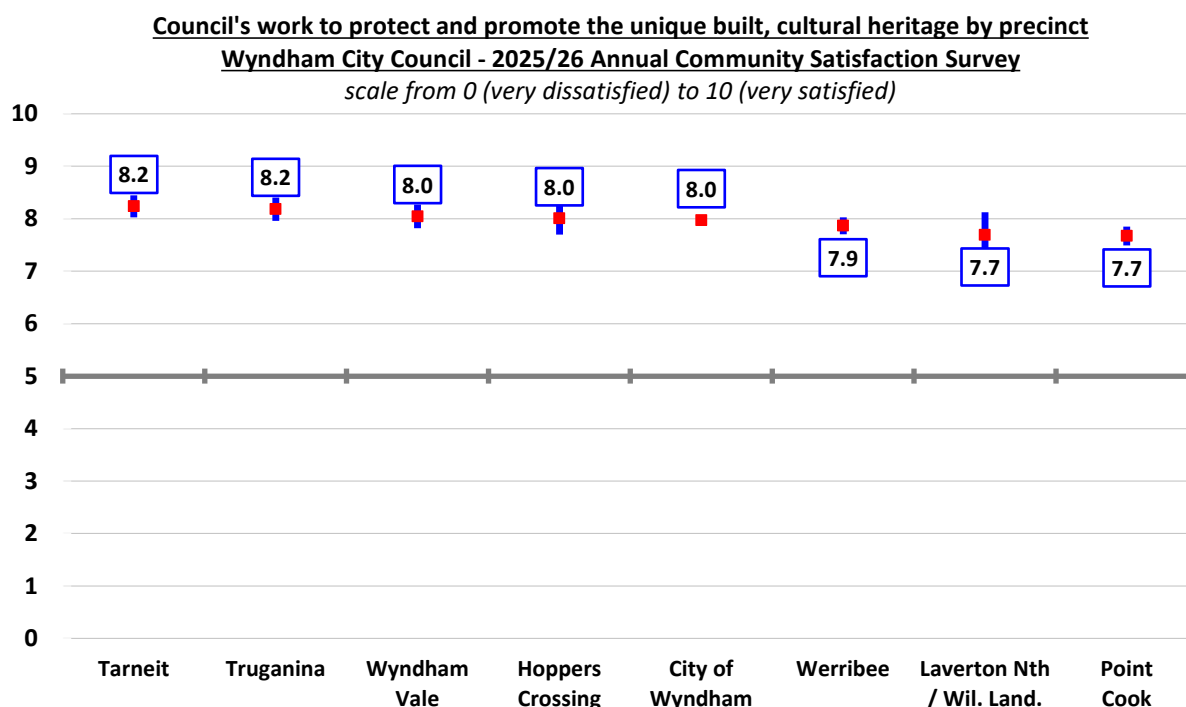
There was some substantive variation in satisfaction with these services observed by respondent profile, with respondents from multicultural households notably more satisfied than respondents from English speaking households.





These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was some statistically significant variation in satisfaction with these services observed across the municipality, with respondents from Point Cook measurably (3pts) less satisfied than the municipal average, and respondents from Laverton North / Williams Landing notably less satisfied, and at a “very good” rather than an “excellent” level.



Town Planning (Statutory Planning Process)

Town Planning (Statutory Planning Process) was the 36th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

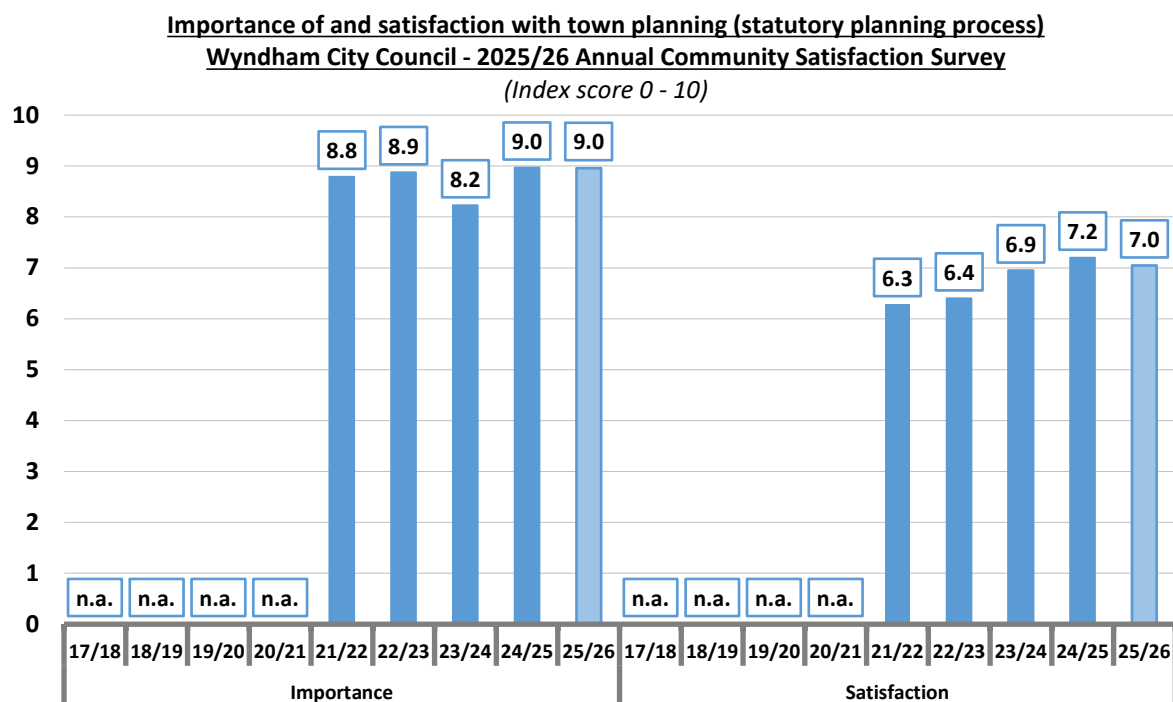
Satisfaction with Town Planning declined somewhat this year, down two percentage points to 7.0 out of 10, which remained a “good” level of satisfaction.

This was still, however, somewhat higher than the long-term average since 2021/22 of 6.8 out of 10.

This result ranks Town Planning 45th in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score measurably lower than the average of all 46 (7.9).

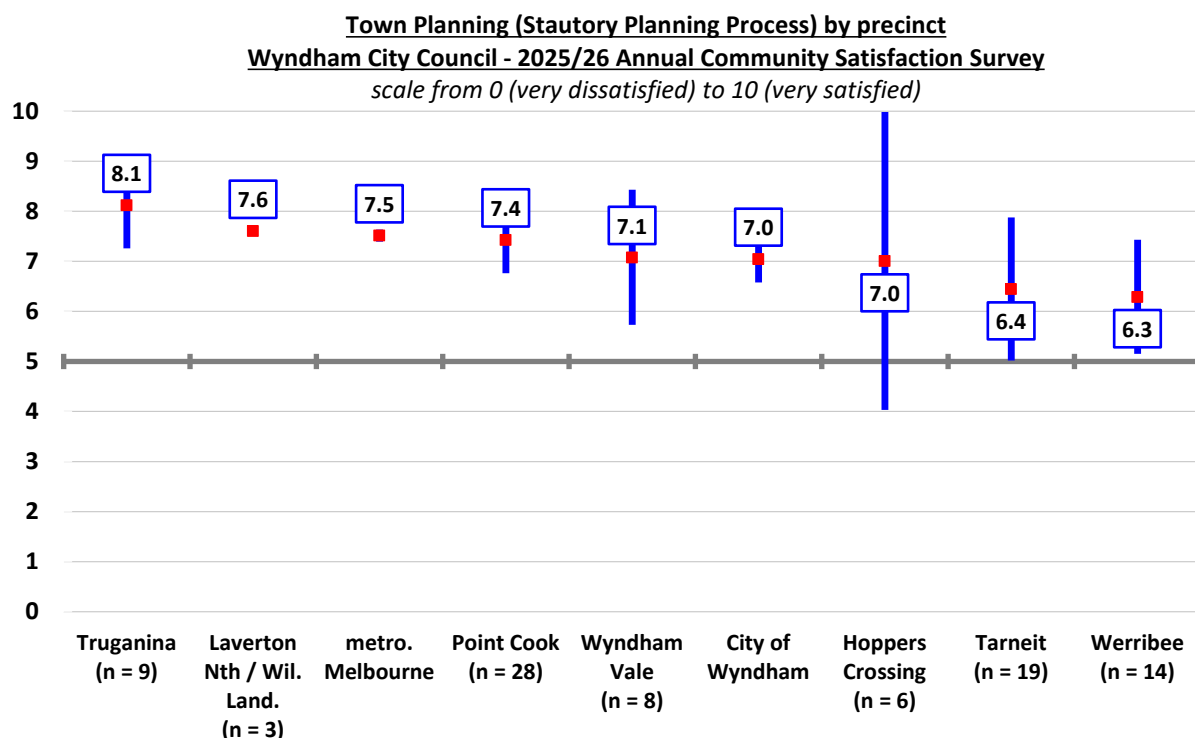
This result comprised 50% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 87 of the 101 (8%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.



By way of comparison, this result was notably (5pts) lower than the metropolitan average satisfaction with “town planning policies” of 7.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size, there was no statistically significant variation in satisfaction with planning applications observed across the municipality.



Roads and Maintenance

Six services and facilities from the Roads and Maintenance division were included in the survey this year.

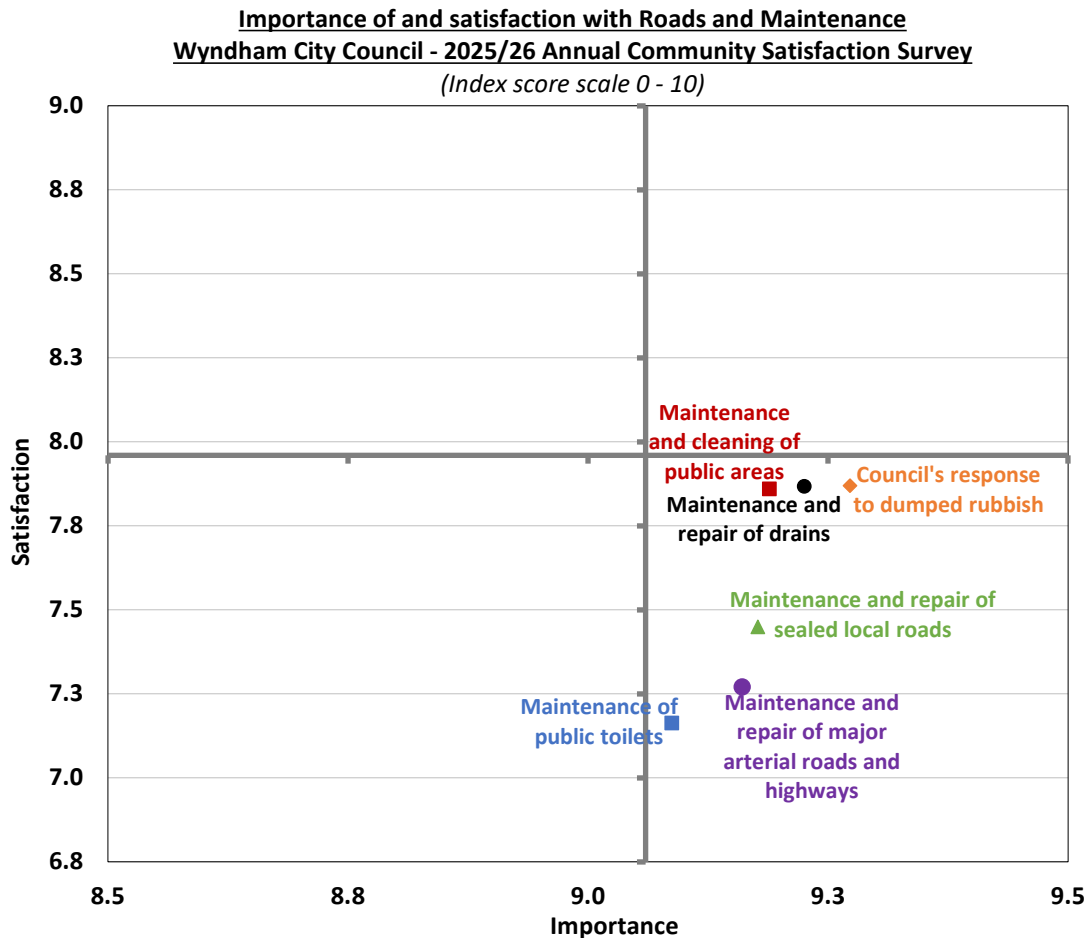
These were the maintenance and cleaning of public areas, the maintenance and cleaning of drains, Council's response to dumped rubbish, the maintenance and repair of sealed local roads, the maintenance and repair of major arterial roads and highways (managed by VicRoads), and the maintenance of public toilets.

All six of these services and facilities fell into the quadrant of most concern, being of higher-than-average importance, but recording lower-than-average satisfaction scores.

The survey included a new variable this year asking for satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads. This question was included prior to asking about sealed local roads managed by Council.

The purpose of this question was to help respondents separate their views between VicRoads and Council managed roads. This has been rolled out across all the councils conducting the Metropolis Research *Community Satisfaction Survey* program and is also included in *Governing Melbourne*.

Metropolis Research draws attention to the fact that satisfaction with sealed local roads managed by Council reported a satisfaction score one percentage point higher than satisfaction with major arterial roads and highways managed by VicRoads. While this is a positive result, it was somewhat lower than the 2025 average variation of approximately two to three percentage points.



Maintenance and repair of major arterial roads and highways

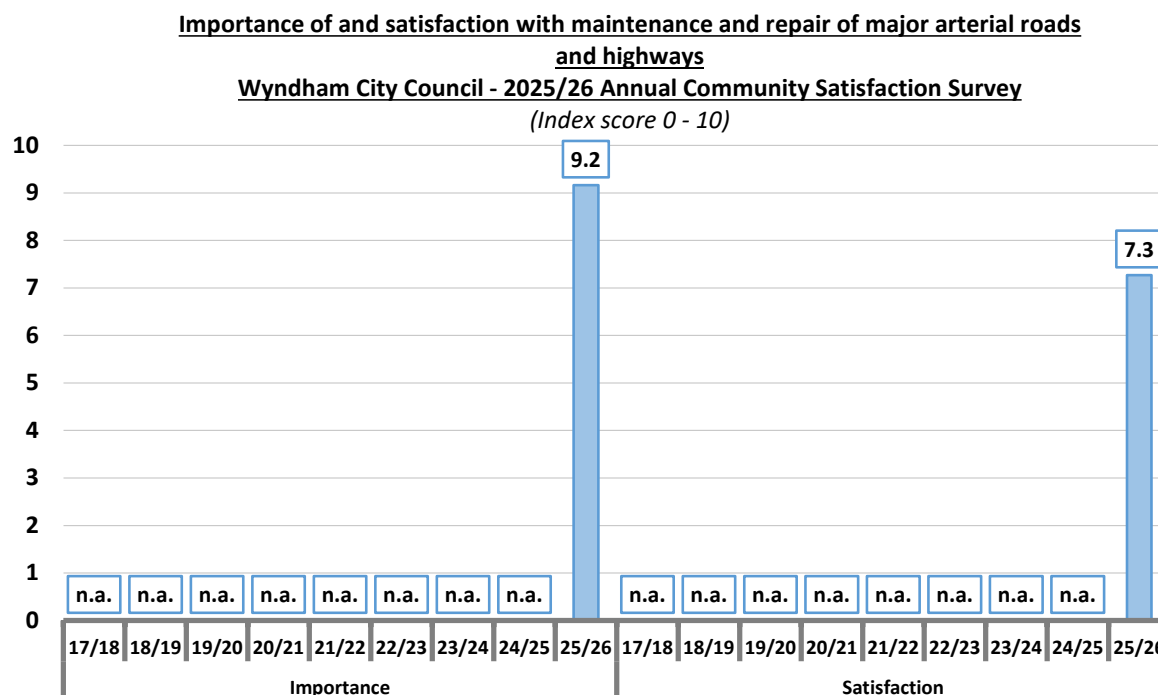
The maintenance and repair of major arterial roads and highways (managed by VicRoads) was the 16th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with major arterial roads (managed by VicRoads) was 7.3 out of 10, which was a “very good” level of satisfaction.

This result ranks major arterial roads (managed by VicRoads) 42nd in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 46 (7.9).

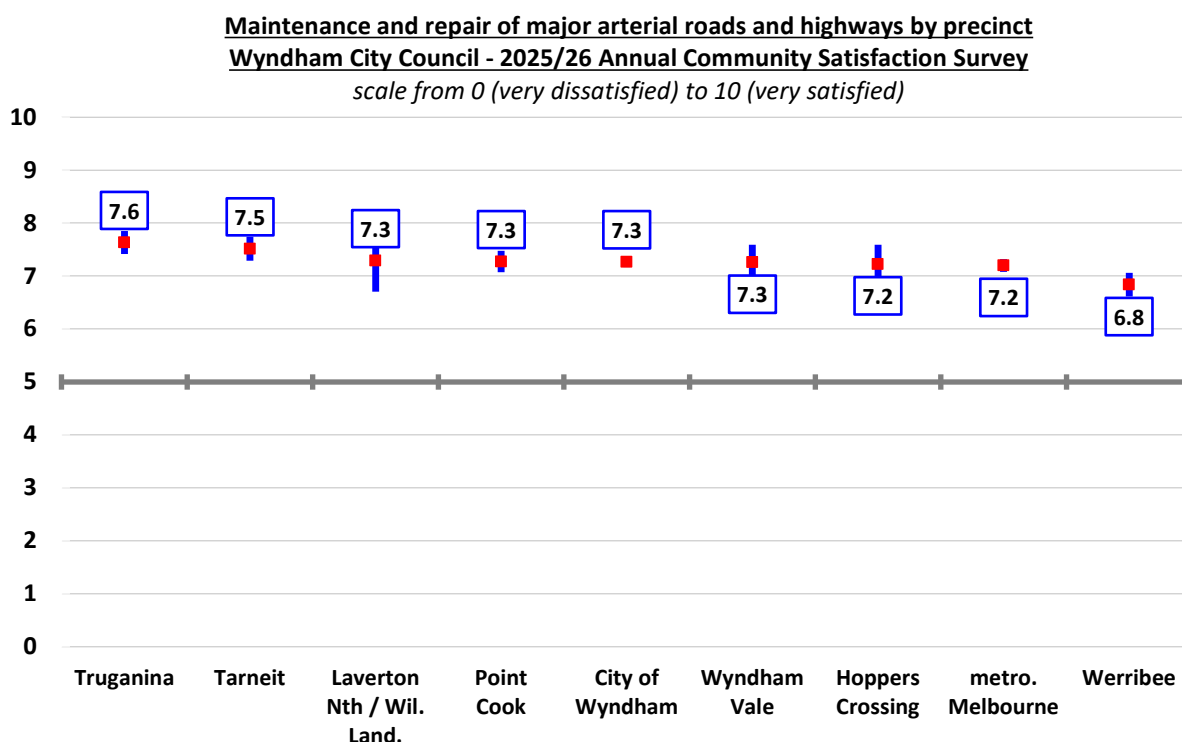
This result comprised 50% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 1,174 of the 1,200 respondents who provided a score this year.

There was some substantive variation in satisfaction with major arterial roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 55 to 74 years) notably less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.



By way of comparison, satisfaction with major arterial roads was broadly consistent with the metropolitan average satisfaction with the “the maintenance and repair of major arterial roads and highways” of 7.2 out of 10, or “good”, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with major roads observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average. Conversely, respondents from Werribee were measurably (5pts) less satisfied, and at a “good” rather than a “very good” level.



There were a total of 57 comments and 94 locations of concern received from respondents in relation to major arterial roads and highways managed by VicRoads.

The most common issues related to traffic congestion (17 comments), road condition and repairs (12 comments), and general negative comments (11 comments).

Metropolis Research notes that despite the increased detail on the difference between local and state roads, there remain uncertainty in the community as to which level of government may be responsible for individual roads of concern.

Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Traffic</i>	
No lights at some busy intersections	3
Traffic congestion on road	2
Because they have closed exists and opened other ones and it hasn't fixed anything and just made it worse and inconvenient	1
Due to construction of road, the traffic is delayed even for small distances	1
I think the traffic management here is bad	1
It is a general dissatisfaction with the traffic conditions on major streets, with speeding	1
New intersections too many lines coming to one spot	1
No crossing available	1
So much traffic on the roads now a days. Takes too long to get to the city	1
The exit to highway is always packed	1
The train crossing for Hoppers Crossing station, can't get on the freeway to Geelong	1
Too much traffic jam on the freeway	1
VicRoads is not putting up the effort to increase the infrastructure for growing population and the development of new estates	1
We have a sudden crossing, and the turns are sharp, for vehicles turning inside from main road to suburbs roads	1
Total	17
<i>Road maintenance / repairs</i>	
Not repairing / maintaining roads	3
There is constant road work around the area, it is too slow	3
Roads are in disrepair	2
A lot of roads getting worse conditions	1
Lots of road works	1
Maintenance around intersections	1
Need to emphasise on maintaining the road	1
Not enough of roads, can't get out of Werribee	1
The construction going on everywhere	1
When they fix it, they only do it bit by bit. It takes too long to fix small things	1
Total	15



<i>Potholes</i>	
Potholes everywhere	7
Potholes are not being fixed	2
All the roads have little patches, and it is dangerous	1
In general roads have cracks	1
Overall road conditions with holes and bumps	1
Total	12
<i>General negative</i>	
Poor roads, everywhere in general	9
Planning does not follow the growth	1
Roads are too narrow in general	1
Total	11
<i>Cleanliness</i>	
I have seen the cleanliness is going down in the past years	1
Total	1
<i>Drainage</i>	
Drains flood in Point Cook	1
Total	1
<i>Other</i>	
Council hasn't responded on the road issues	1
Poor service by the Council, no development	1
Total	2
<i>Specific locations</i>	
Tarneit Rd	7
Ballan Rd	4
Ballan Rd, which is too narrow for the demand, has severe congestion issues	4
Tarneit Rd is cracked / patchy and needs re-doing	4
Ballan Rd is low quality / potholes and slow repairs	3
Heaths Rd has heavy congestion	3
Bulban Rd is low quality	2
Heaths Rd can be better laid out / not wide enough	2
Leakes Rd	2
Point Cook Rd is horrible / lot of congestion	2
Sayers Rd	2
Sayers Rd has traffic congestion	2



Congestion on Old Geelong Rd	1
Davis Rd	1
Davis Rd has patches and roadworks with no alternate options especially during peak hours	1
Derrimut Rd	1
Derrimut Rd is crumbling and hard to drive on	1
Derrimut Rd needs to be doubled up	1
Derrimut Rd not properly planned	1
Disgusting, all the roads in Point Cook is disappointing totally	1
Doherty Rd has flooding issues	1
Doherty's Rd crossroad construction has caused high traffic congestion in the area	1
Greens Rd is dangerous	1
Heavy traffic on Point Cook Rd, takes a long time	1
Hogan's Rd has patches and roadworks with no alternate options especially during peak hours	1
I think the traffic management here is bad, especially Heaths Rd	1
Kinglake Dr has lots of traffic	1
Kingston Blvd	1
Leakes Rd - major traffic jams	1
Leakes Rd there is big dip and lots of damage	1
Leakes Rd, has patches and roadworks with no alternate options especially during peak hours	1
Lot of traffic in school hours in Davis Rd	1
M1 traffic jam in the morning	1
M1 turnoff to Werribee, there are massive potholes	1
Monash Freeway has a lot of potholes	1
Morris Rd can be better laid out	1
Morris Rd lane cutting	1
Nelson Way is full of rubbish and potholes	1
New Tarneit Rd / Leakes Rd intersection is not good. It has bumps	1
No proper crossing from Connemarra Cct	1
Old Geelong Rd roundabout near VicRoads office	1
Ongoing upgrade on Point Cook Rd is causing a lot of traffic	1
Palmer Rd not repaired for almost a year	1
Point Cook Rd is always overgrown, untidy	1
Poor traffic management on Russell St	1
Poor traffic management on Wedge St	1
Potholes on Ballan Rd and also unfinished shoulders	1
Potholes on Tarneit Rd	1
Potholes, some on Heaths Rd, also unfinished shoulders	1
Princes Freeway	1
Princes Freeway, when I come back by Hopper Crossing, they have finished construction but have not removed the sign, all the cars are slowing down, the potholes should be fixed	1
Railway Rd, always under repair	1
Reserve Rd / Dennison Ave	1
Road near president park roundabout, road near Wyndham station	1
Roads are not properly planned in terms of locals in Heaths Rd	1
Roads from and to the freeway from Werribee	1
Roads going out of Point Cook to the freeway	1
Sayers Rd has patches and roadworks with no alternate options especially during peak hours	1



Sayers Rd not properly planned	1
Shaws Rd	1
Tarneit Rd can be better laid out	1
Tarneit Rd close to Werribee station there is a lot of damage and potholes. This affects safety	1
Tarneit Rd is crumbling and hard to drive on	1
The new bridge that goes over Hoppers Crossing station, has no lighting and is unsafe at night	1
The potholes in Sayers Rd	1
Trent Rd not properly planned	1
We are facing a lot of problems due to lack of road infrastructure in development of new estates in Manor's Lake	1
We are facing a lot of problems due to lack of road infrastructure in Werribee	1
We are facing a lot of problems due to lack of road infrastructure in Wyndham Vale	1
Total	94
Total responses	151

Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 14th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the maintenance and repair of sealed local roads remained essentially stable this year, up one percentage point to 7.4 out of 10, which remains a “very good” level of satisfaction.

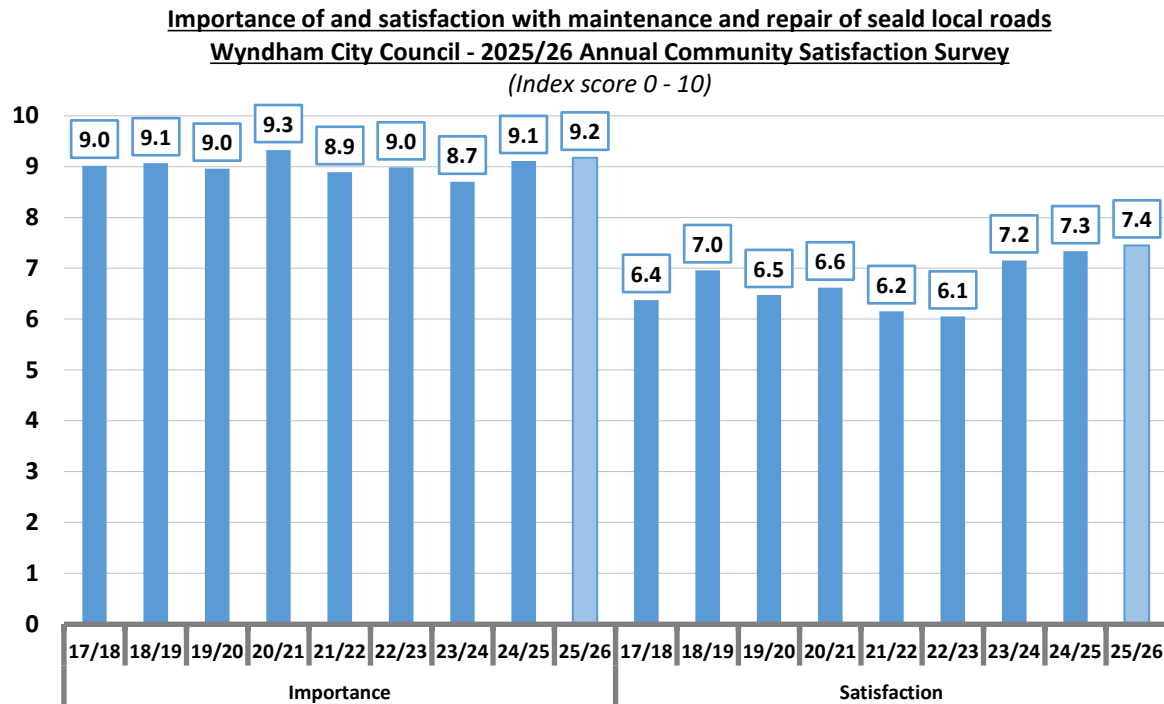
This result was notably higher than the long-term average satisfaction since 2013/14 of 6.6 out of 10, or “good”, and a record high result for this service for this City of Wyndham.

This ranks the maintenance and repair of sealed local roads 40th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 46 (7.9).

This result comprised 55% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 1,194 of the 1,200 respondents who provided a satisfaction score this year.

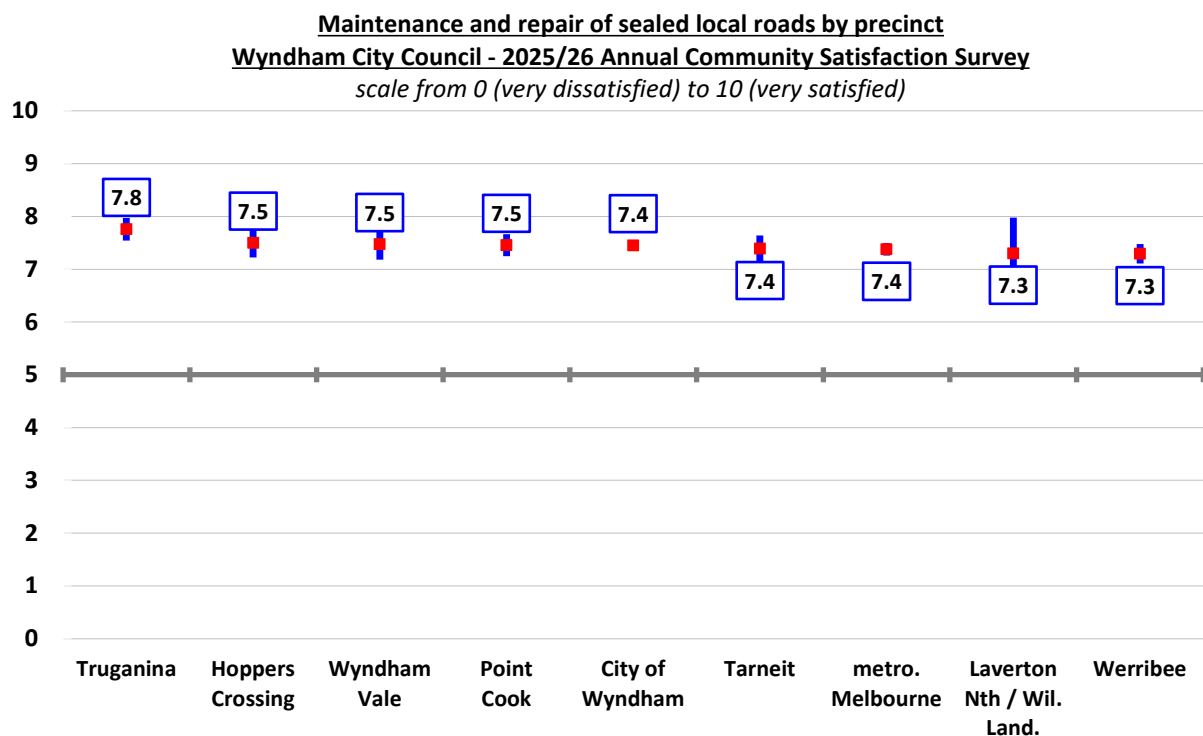
There was some variation in satisfaction with local roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.





By way of comparison, this result was identical to the metropolitan average satisfaction with the “maintenance and repairs of sealed local roads” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with local roads observed across the municipality, with respondents from Truganina measurably (4pts) more satisfied than the municipal average.



There were a total of 62 comments and 43 locations of concern received from respondents in relation to sealed local roads managed by Council.

The most common issues related to potholes (15 comments), road condition and repairs (13 comments), and traffic congestion (11 comments).

Metropolis Research notes that despite the increased detail on the difference between local and state roads, there remain uncertainty in the community as to which level of government may be responsible for individual roads of concern.

Reasons for dissatisfaction with maintenance and repair of sealed local roads (managed by Council)

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Potholes</i>	
Potholes	10
Cracks on roads	3
Potholes on most major roads including highways	2
Total	15
<i>Road maintenance / repairs</i>	
No maintenance or repairs on local roads	6
Too many repairs needed	2
All the roads have little patches	1
Council needs to work on the road quality of local suburban roads	1
I feel as though the road will drop off anytime	1
Road repairs are very slow	1
Local roads in housing area are not well looked after	1
Total	13
<i>Traffic</i>	
Roads are congested	3
Traffic issue on both local and main roads	3
Exits are dangerous	1
Intersections are dangerous	1
It takes a long time to drive even short distances	1
Multiple road works which slow everyone down	1
The intersection was only built a few months ago and is now being widened, which seems like poor planning and a waste of public funds that could have been avoided	1
Total	11



General negative

Council does not get enough money to employ people with enough knowledge to fix these roads	1
Council does not have enough skilled people with enough knowledge to employ to fix these roads	1
Lots of dirt around the roads	1
No response from Council after contacting them	1
Ongoing construction works everywhere including major and minor roads	1
Roads are not wide enough	1
Since my house is right on the roundabout, it is very important that clear signage be visible from far away as well	1
Too many projects at the same time	1
Total	8

Quality / state of roads

All roads are poor quality	4
Most roads are below standard	2
All roads damage vehicle tyres	1
Roads are dangerous	1
Total	8

Maintenance of roadside greenery / cleanliness

Kerbside litter everywhere, including highways	1
Lots of unmaintained nature strips around the roads	1
Median strips are not being trimmed regularly enough	1
Total	3

Parking

Cars and trolleys are being left parked for long periods, blocking driveways and creating safety risks for children and drivers, with little visible Council enforcement	1
Parks could be reduced to increase parking area or changed to pathways if no action is taken	1
Total	2

Others

Creeks are not maintained	1
Parks are not maintained	1
Total	2



<i>Specific locations</i>	
Tarneit Rd is broken/ bumpy	5
A road in Tarneit had a pothole which was not filled for the longest time	1
Ballan Rd	1
Busy roundabouts due to traffic management from Hopper Crossing to Wyndham Vale	1
Crossover repairs needed on Courtney Ave	1
Crossover repairs needed on Von Nida Dr	1
Curbing repairs needed on Courtney Ave	1
Curbing repairs needed on Von Nida Dr	1
Golden Ash Grv	1
Harmony Dr is bumpy due uneven surfaces	1
Heaths Rd has only one lane causing bottleneck	1
Heaths Rd is not maintained	1
Hobbs Rd is too narrow	1
I have already complained about Londonderry Cres, and nothing has been done yet	1
It is only a one-way road, so it takes 45 min to drive to Tarneit	1
K Rd took years to get done	1
Long trees cause the view of the roads to be covered on Penrose Dr	1
Lot of traffic on Davis St during school hours	1
Many unmaintained roads around Tarneit	1
More street crossings are required on Saxby St	1
Most roads around Tarneit have potholes	1
No proper crossing from Connemara Cct	1
Not enough maintenance of Sycamore St	1
Point Cook Rd	1
Point Cook Rd needs to be extended towards traffic on working days	1
Potholes on Ballan Rd	1
Potholes on College Rd	1
Potholes on K Rd	1
Potholes on Sayers Rd	1
Potholes on Sneydes Rd	1
Potholes on Werribee Zoo Rd	1
Road widening seems to be happening, but it has not improved the road conditions as they are the same as before for Leakes Rd	1
Road widening seems to be happening, but it has not improved the road conditions as they are the same as before for Tarneit Rd	1
Swallow St is not maintained	1
Tarneit Rd has potholes	1
There was an accident on Farmers Wy due to low visibility signage	1
They keep repatching The Blvd which has ditches, but they just keep reappearing and it is a main road with good connectivity which is widely used for going to the station	1
Traffic on Chapman Dr	1
Traffic on Durville St	1
Total	43
Total responses	105



Maintenance and repair of drains

The maintenance and repair of drains was the 10th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10, and one of ten services and facilities to be measurably more important than the average of all 46 (9.2).

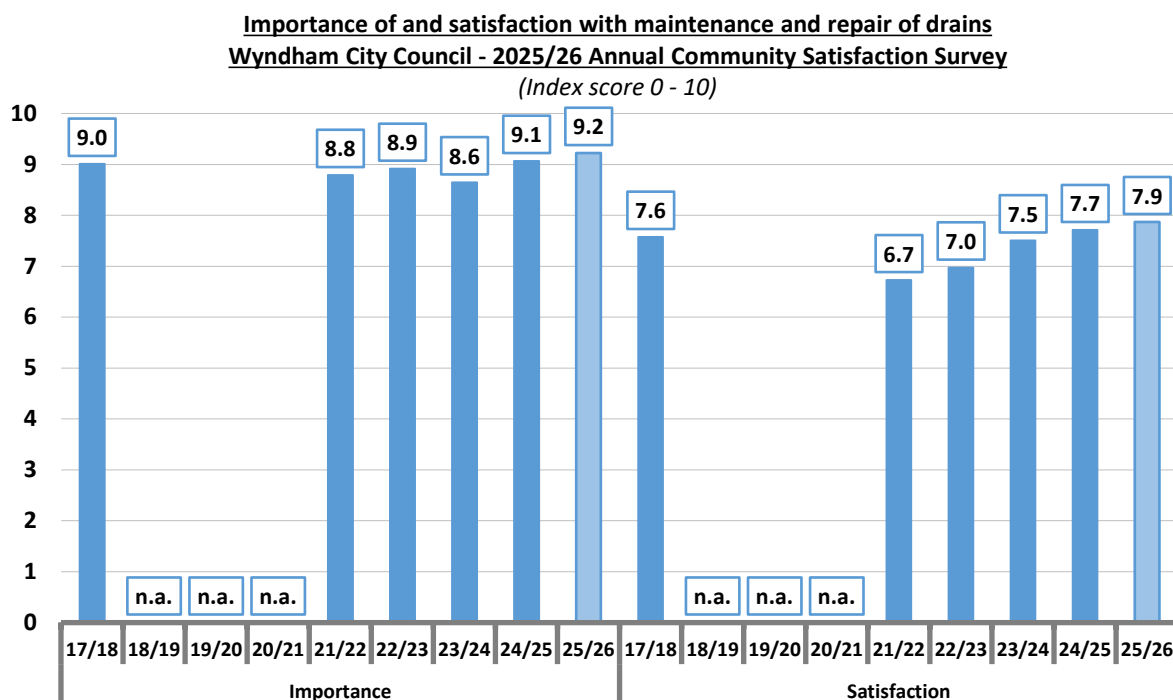
Satisfaction with drains maintenance and repairs rose somewhat this year, up two percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This was notably higher than the long-term average satisfaction since 2013/14 of 7.4 out of 10, or “very good”, and the second consecutive record high for this service.

This result ranks drains maintenance and repairs 28th in terms of satisfaction this year.

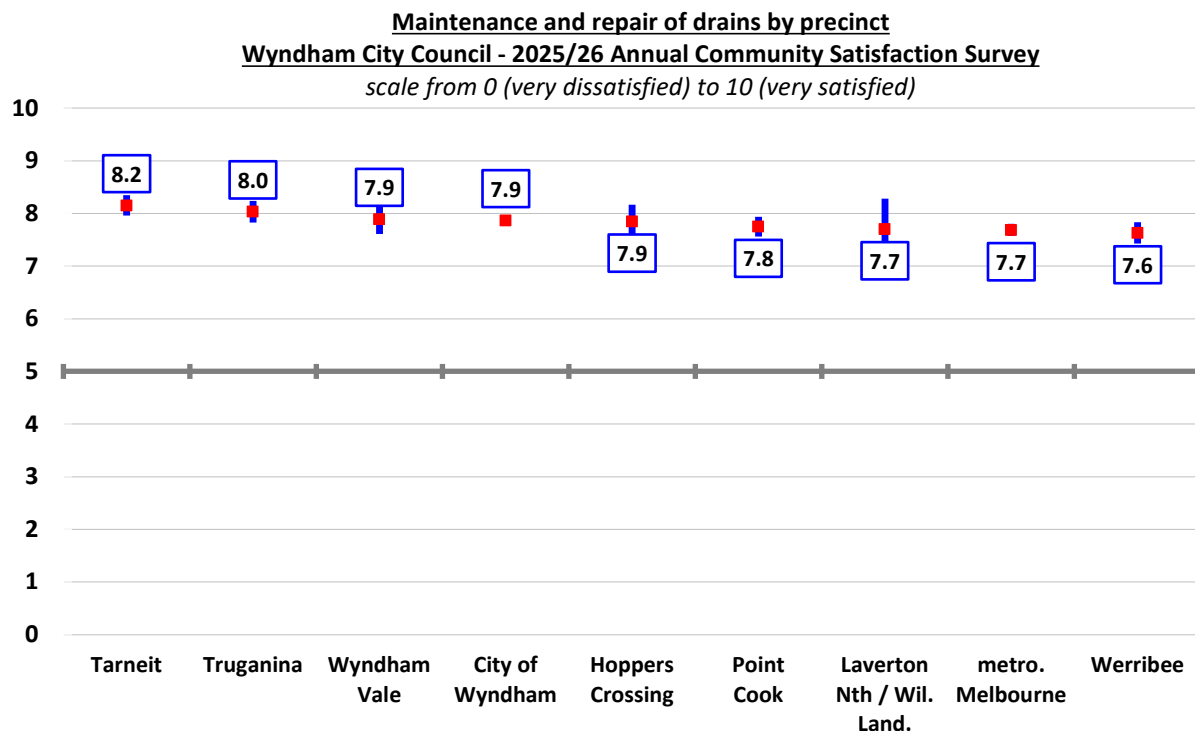
This result comprised 65% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 1,165 of the 1,200 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with drains maintenance observed by respondent profile, with older adults and senior citizens (aged 60 years or older) notably less satisfied than average. Respondents from multicultural households were notably more satisfied than respondents from English speaking households.



By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with “drains maintenance and repairs” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with drains maintenance observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average. Conversely, respondents from Werribee were measurably (2pts) less satisfied than average.



Provision and maintenance of public toilets

Public toilets were the 24th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with public toilets remained essentially stable this year, down one percent to 7.2 out of 10, which remained a “good” level of satisfaction.

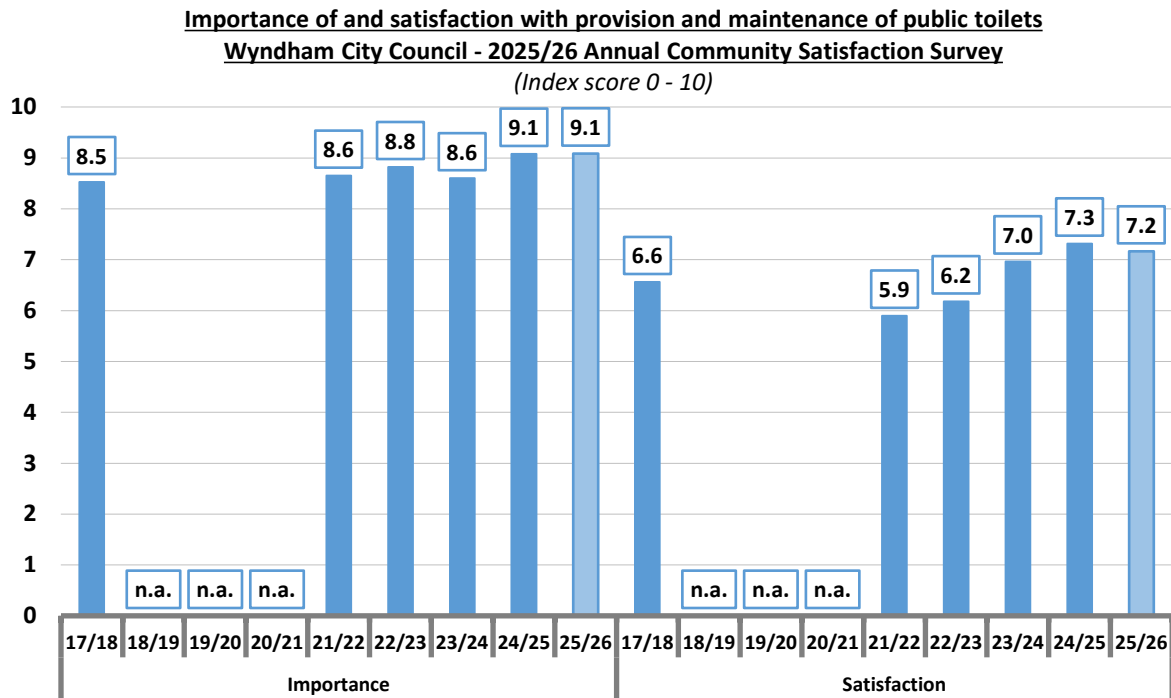
This was notably higher than the long-term average satisfaction since 2013/14 of 6.5.

This ranks public toilets 44th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 46 (7.9).

This result comprised 52% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 1,029 of the 1,200 respondents who provided a satisfaction score this year.

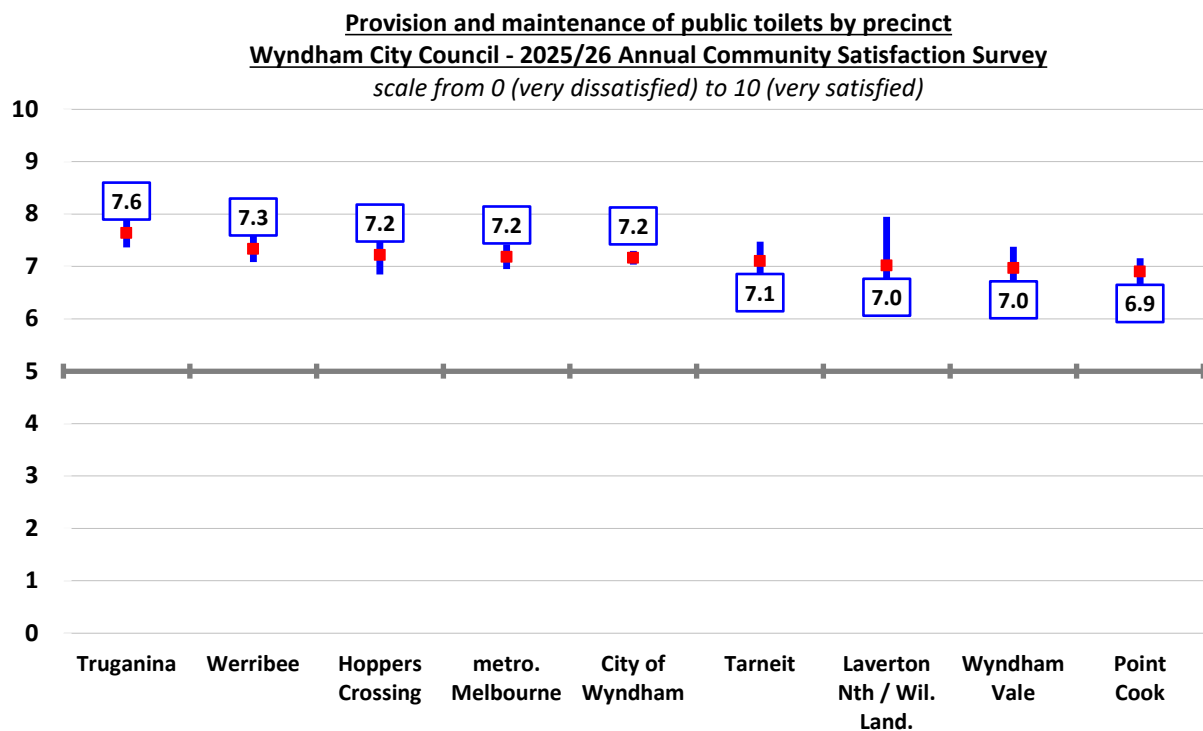
There was some variation in satisfaction with public toilets observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than average, and female respondents notably more satisfied than male respondents.





By way of comparison, this result was identical to the metropolitan average satisfaction with “public toilets” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with public toilets observed across the municipality, with respondents from Truganina measurably (4pts) more satisfied than the municipal average.



Council response to dumped rubbish

Council’s response to dumped rubbish was the 5th most important of the 46 included services and facilities, with an average importance of 9.3 out of 10, and one of ten services and facilities that was measurably more important than the average of all 46 (9.1).

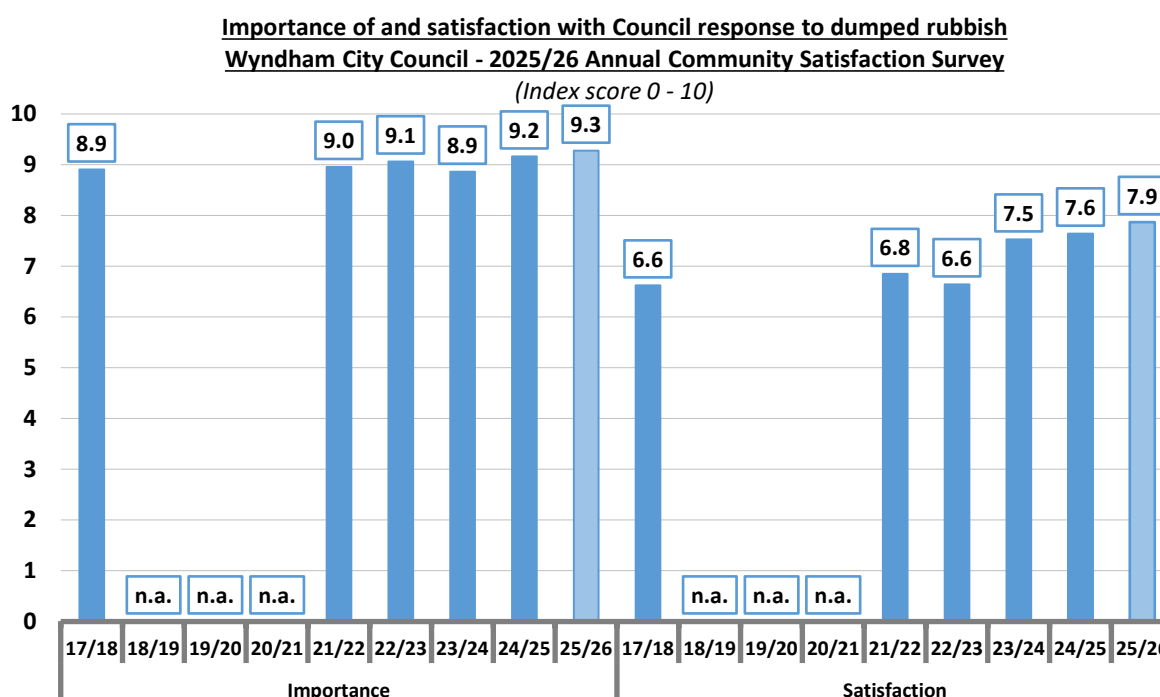
Satisfaction with Council’s response to dumped rubbish increased somewhat this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2013/14 of 7.1 out of 10, and the third consecutive record high for this service for the City of Wyndham.

This ranks Council’s response to dumped rubbish 27th in terms of satisfaction this year.

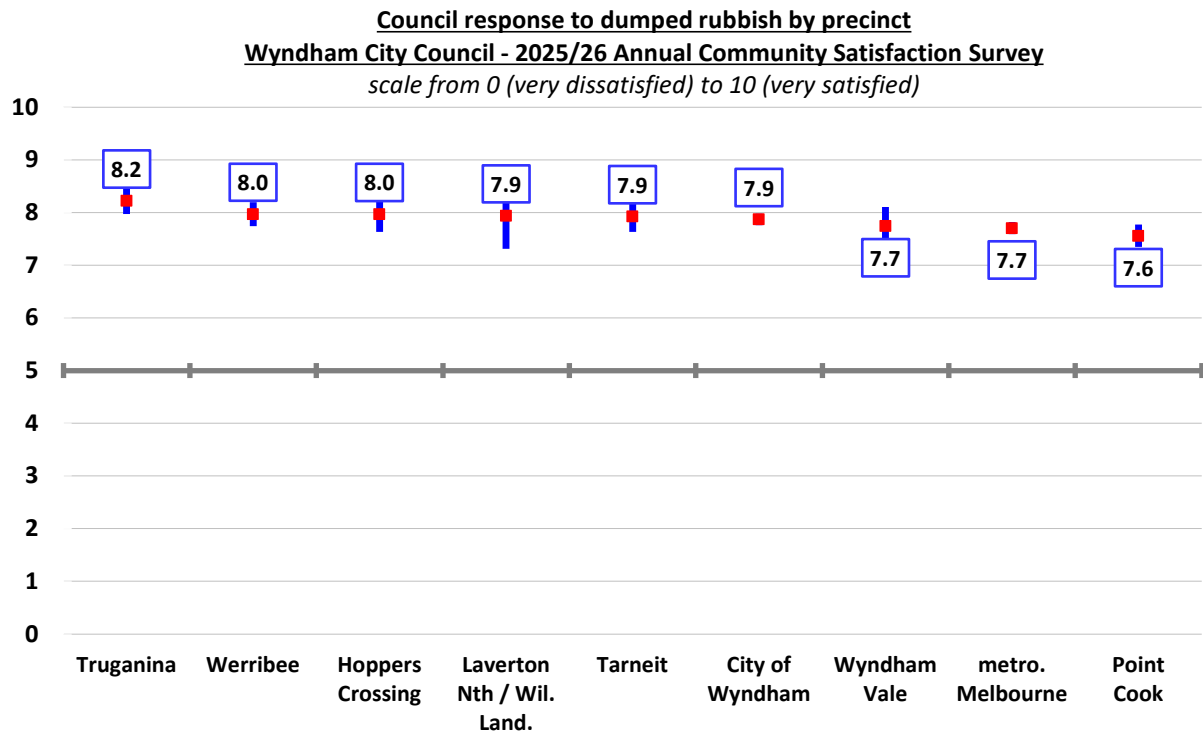
This result comprised 67% “very satisfied” and six percent “dissatisfied” respondents based on a total sample of 1,124 of the 1,200 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with Council’s response to dumped rubbish observed by respondent profile, with older adults and senior citizens (aged 60 years or older) notably less satisfied than average.



By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with “illegally dumped rubbish” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with these services observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average, and respondents from Point Cook measurably (2pts) less satisfied.



Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 13th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with cleaning in public areas rose somewhat this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

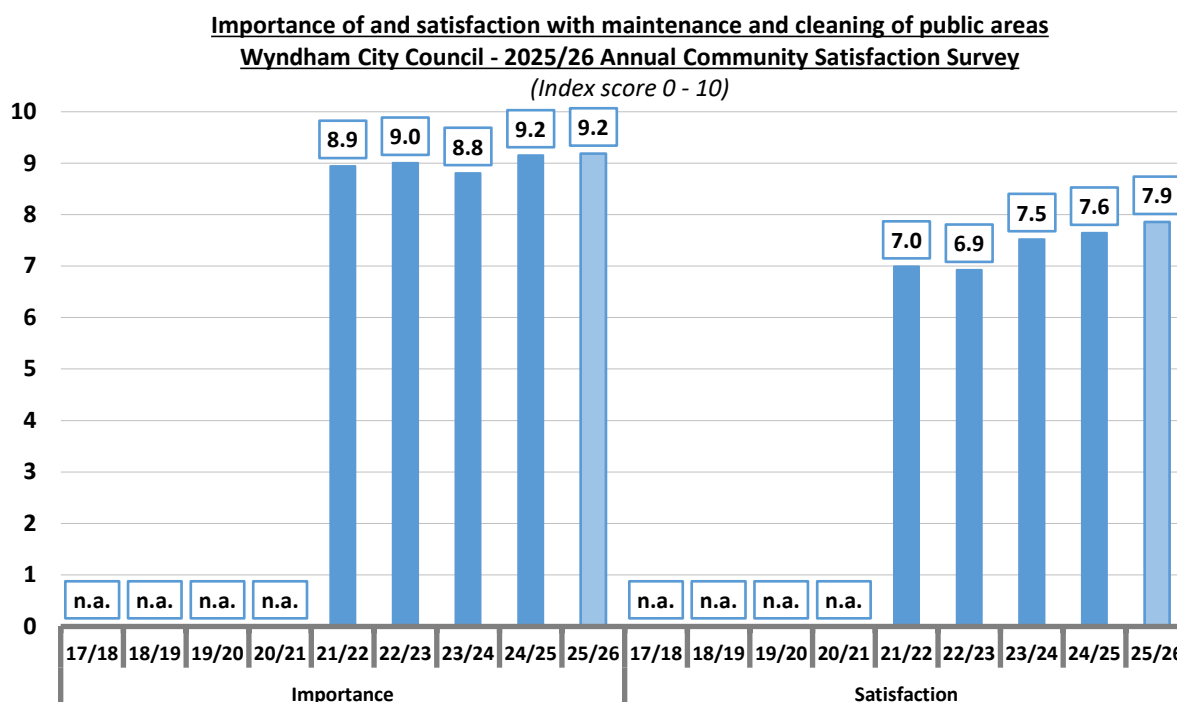
This result was measurably higher than the long-term average satisfaction since 2021/22 of 7.4 out of 10, and was the third consecutive record high result for this service.

This ranks the maintenance and cleaning of public areas 29th in terms of satisfaction this year.

This result comprised 65% “very satisfied” and five percent “dissatisfied” respondents based on a total sample of 1,167 of the 1,200 respondents who provided a satisfaction score this year.

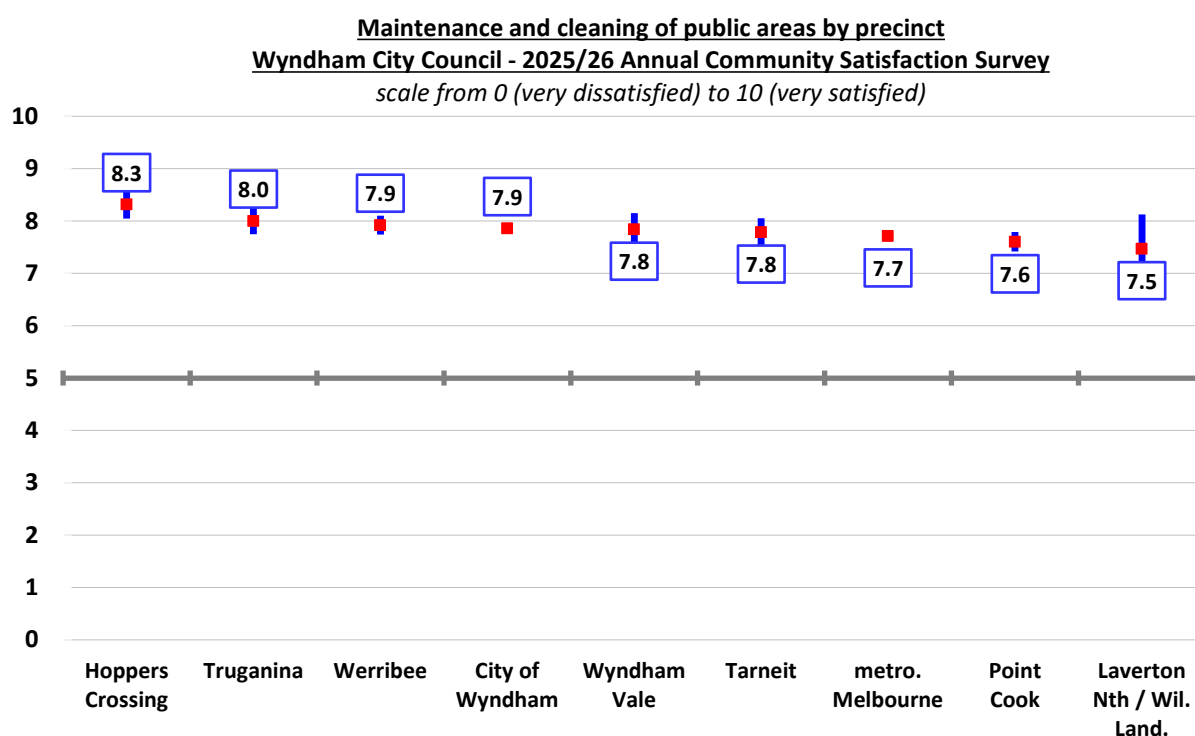
There was no substantial variation in satisfaction with litter collection observed by respondent profile.





By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with “litter collection in public areas” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with cleaning in public areas observed across the municipality, with respondents from Hoppers Crossing measurably (4pts) higher than the municipal average. Conversely, respondents from Laverton North / Williams Landing were notably, but not statistically significantly, less satisfied.

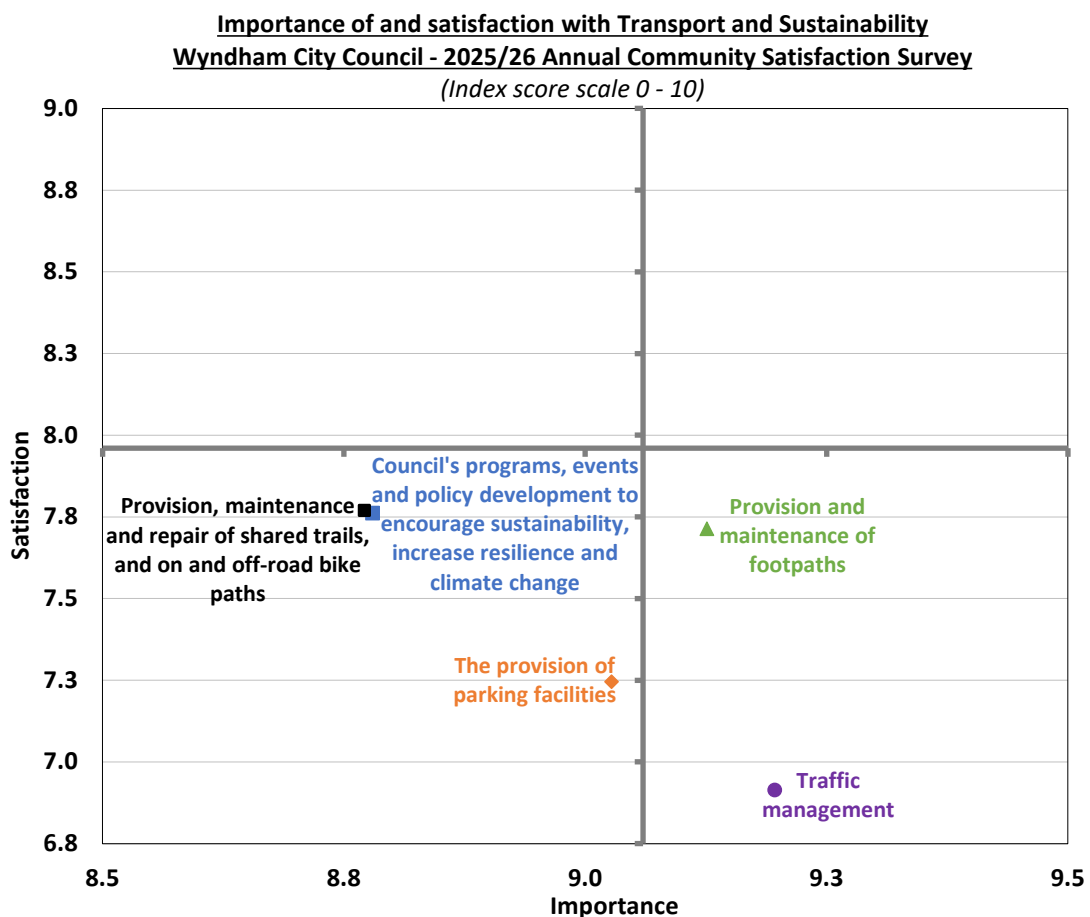


Transport and Sustainability

Five services and facilities from the Transport and Sustainability division were included in the survey this year. These were the provision, maintenance, and repair of shared trails and on and off-road bike paths, Council’s programs, events, and policy development to encourage sustainability, increase resilience and climate change, the provision of parking facilities, the provision and maintenance of footpaths, and traffic management.

All five of these services and facilities recorded satisfaction scores which were lower than the average of all 46 services and facilities.

Footpath maintenance and traffic management fell into the quadrant of most concern, being of higher-than-average importance, but lower-than-average satisfaction.



Provision, maintenance and repair of footpaths

The provision, maintenance, and repair of footpaths was the 18th most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

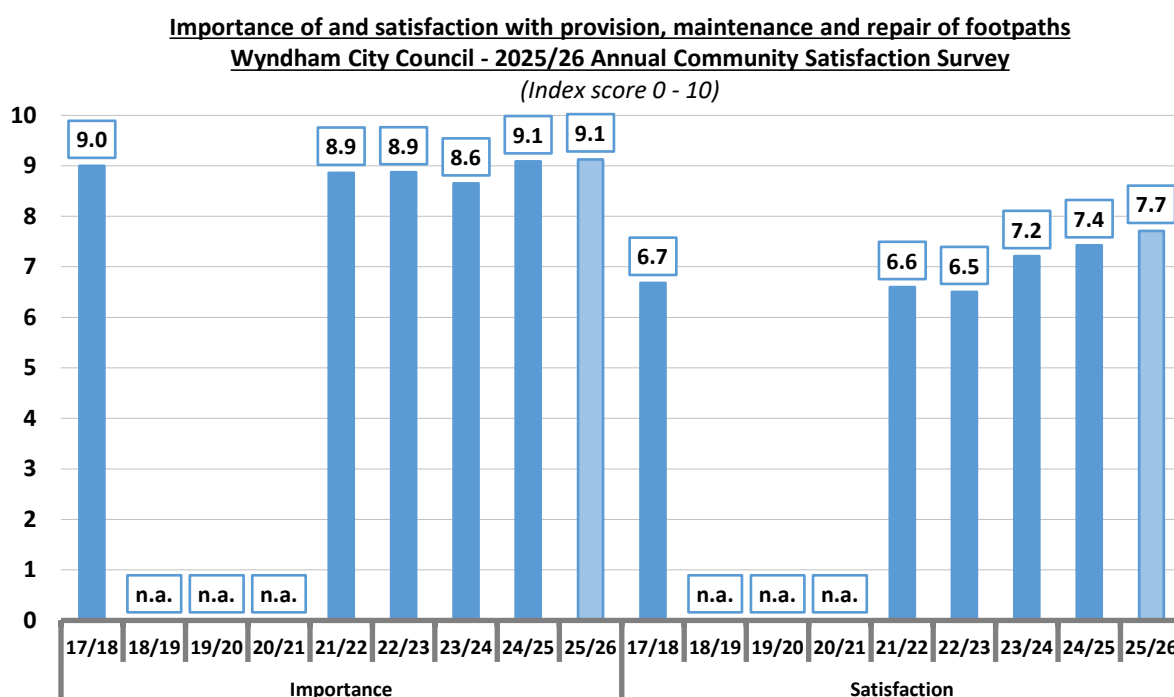
Satisfaction with footpath maintenance and repairs rose somewhat this year, up three percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2013/14 of 6.9 out of 10, and the second consecutive record high for this service for the City of Wyndam.

This ranks footpath maintenance and repairs 35th in terms of satisfaction this year.

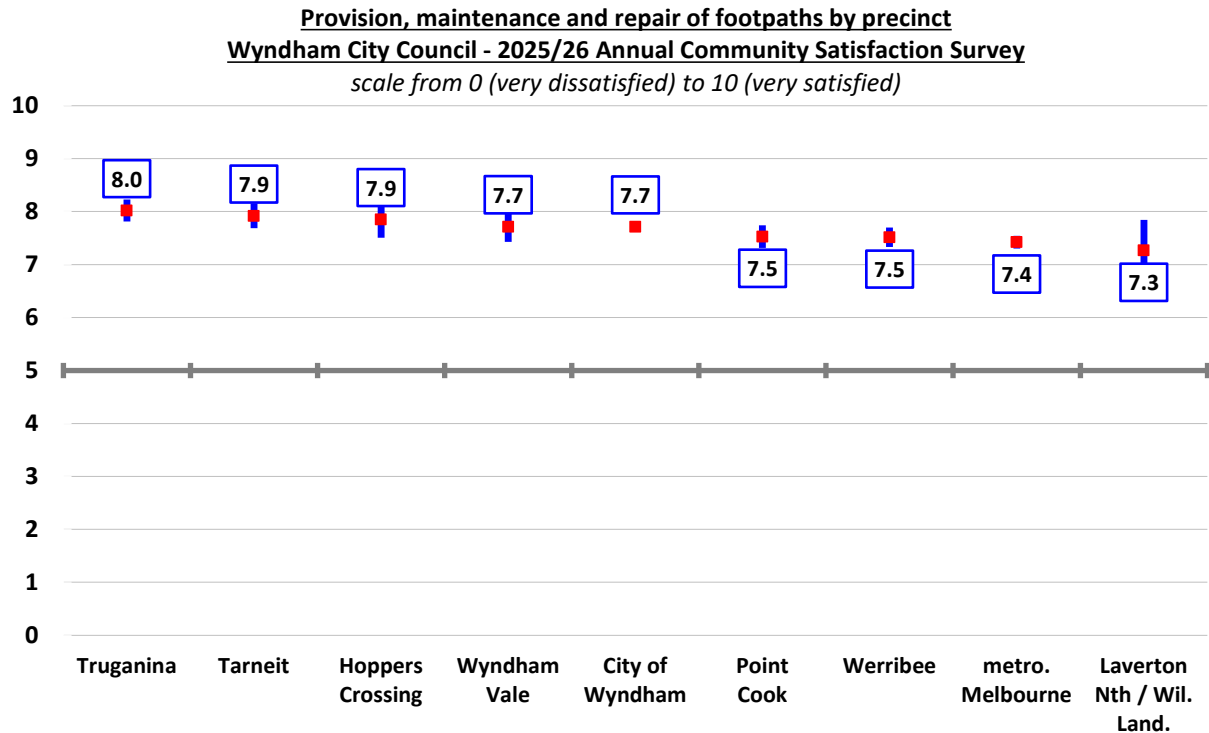
This result comprised 63% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 1,187 of the 1,200 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with footpaths observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than average.



By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “footpath maintenance and repairs” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with footpaths observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average.



Traffic management

Traffic management was the 11th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

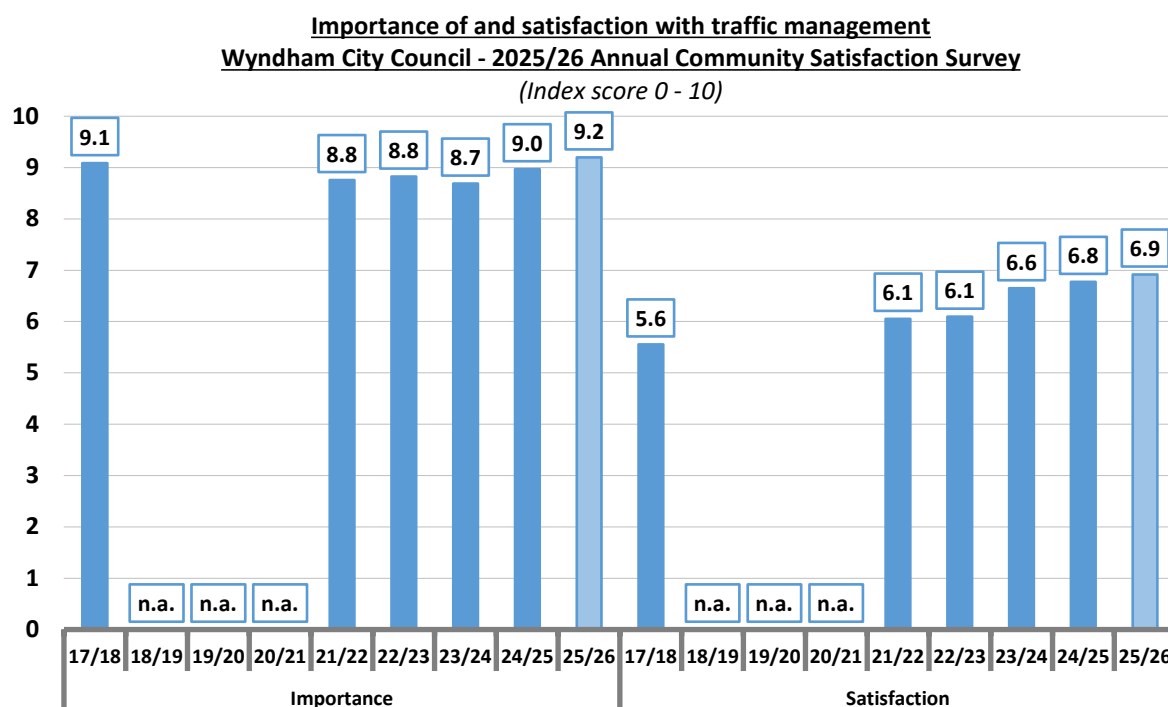
Satisfaction with traffic management remained essentially stable this year, up one percentage point to 6.9 out of 10, which remains a “good” level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2013/14 of 6.1 out of 10, and the third consecutive record high result for this service for the City of Wyndham.

This ranks traffic management 46th (last) in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score, which was measurably lower than the average of all 46 (7.9).

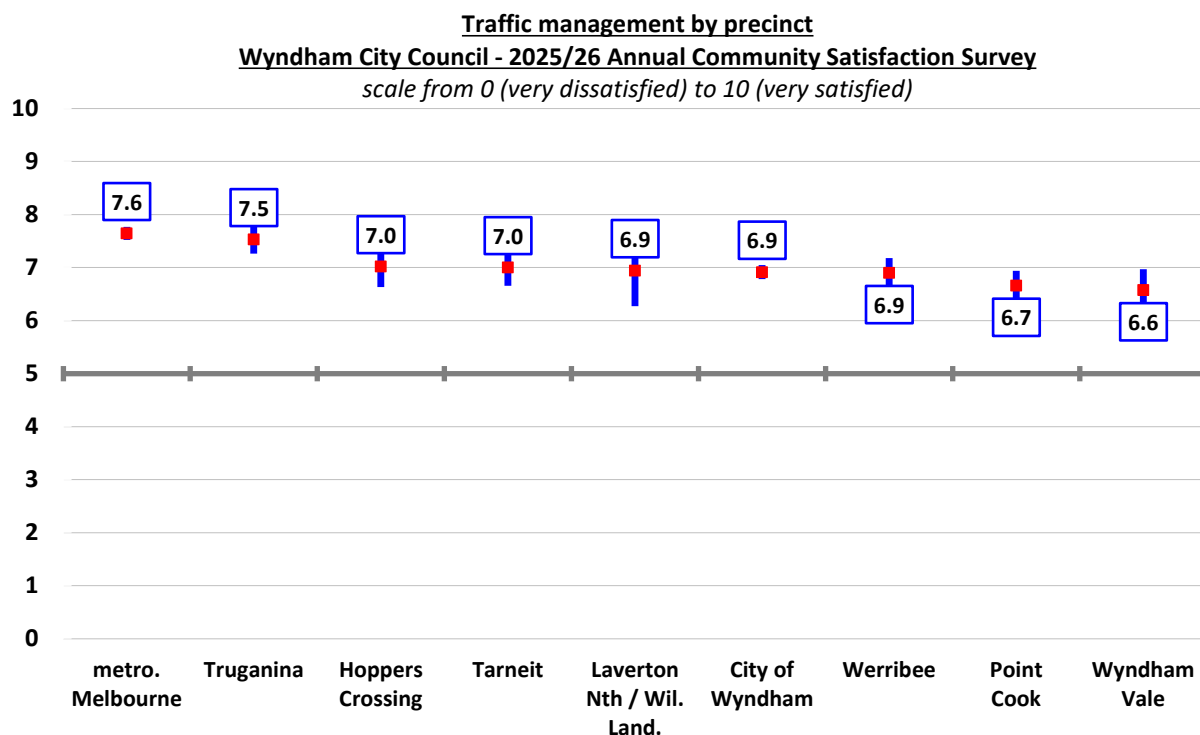
This result comprised 49% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 1,192 of the 1,200 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with traffic management observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average.



By way of comparison, this result was measurably (7pts) lower than the metropolitan average satisfaction with “traffic management” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with traffic management observed across the municipality, with respondents from Truganina measurably (6pts) more satisfied than the municipal average.



The provision of parking facilities

The provision of parking facilities was the 27th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the provision of parking facilities was 7.2 out of 10, which was a “good” level of satisfaction.

This was the first year these facilities have been included in the survey.

This ranks the provision of parking facilities 43rd in terms of satisfaction this year, and one of nine that received a satisfaction score which was measurably lower than the average of all 46 (7.9).

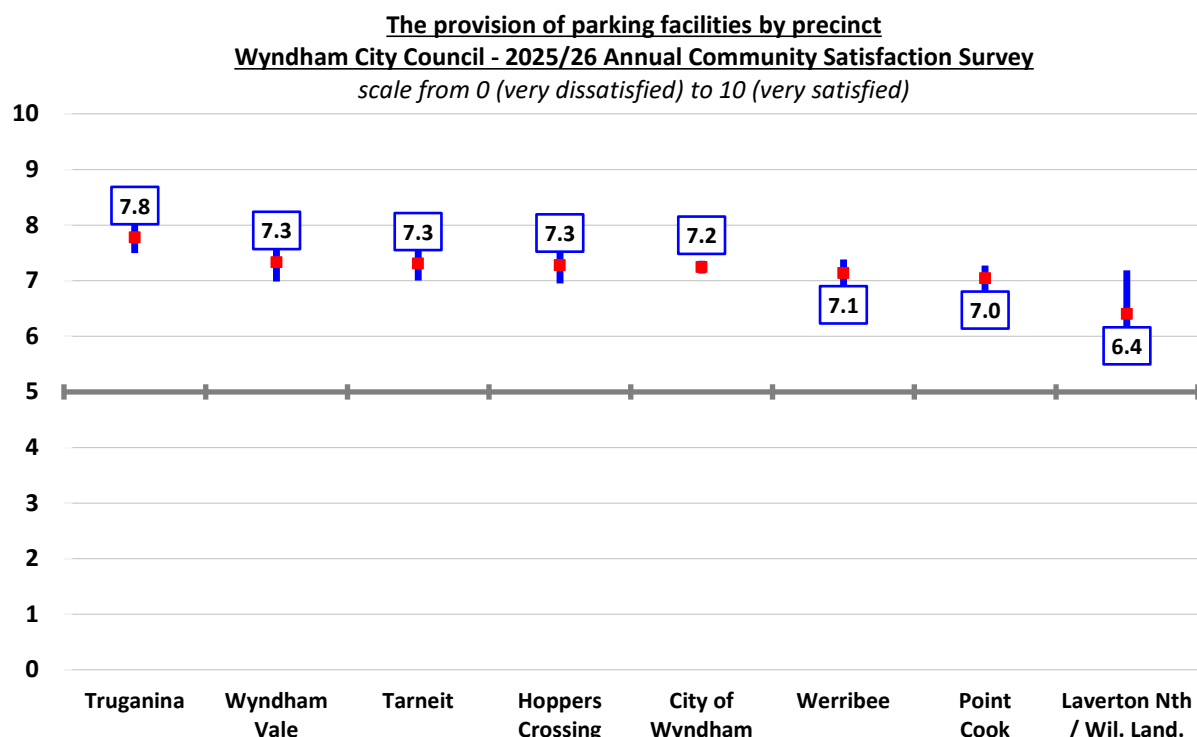
This result comprised 53% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 1,183 of the 1,200 respondents who provided a satisfaction score this year.

There was variation in satisfaction with parking enforcement observed by respondent profile with senior citizens (aged 75 years or older) notably less satisfied than average.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was some measurable variation observed across the municipality, with respondents from Truganina measurably (6pts) more satisfied than the municipal average. Conversely, respondents from Laverton North / Williams Landing were notably (8pts), although not statistically significantly, less satisfied than average.



Provision, maintenance and repair of shared trails, and on and off-road bike paths

The provision, maintenance, and repair of shared trails, and on and off-road bike paths was the 43rd most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46 (9.1).

Satisfaction with on and off-road bike paths increased somewhat this year, up three points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This was notably higher than the long-term average satisfaction since 2013/14 of 7.4 out of 10, and was the second consecutive record high result for this service for the City of Wyndham.

This ranks on and off-road bike paths 33rd in terms of satisfaction this year.

This result comprised 63% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,072 of the 1,200 respondents from households who had used these facilities in the last 12 months.

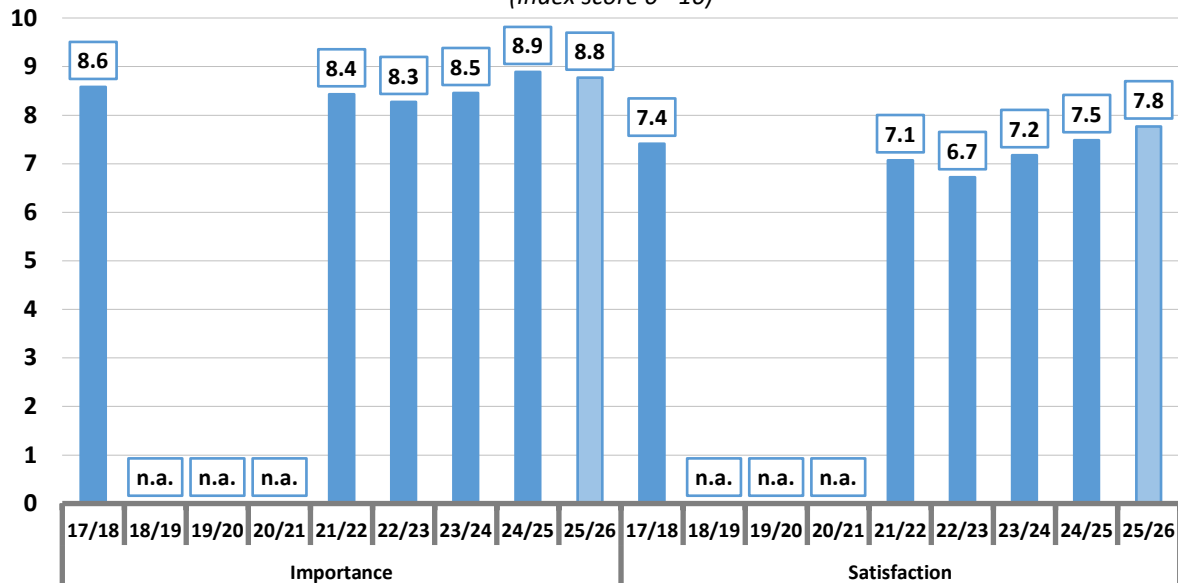
There was some variation in satisfaction with bike paths observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



Importance of and satisfaction with provision, maintenance and repair of shared trails, and on and off-road bike paths

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Index score 0 - 10)



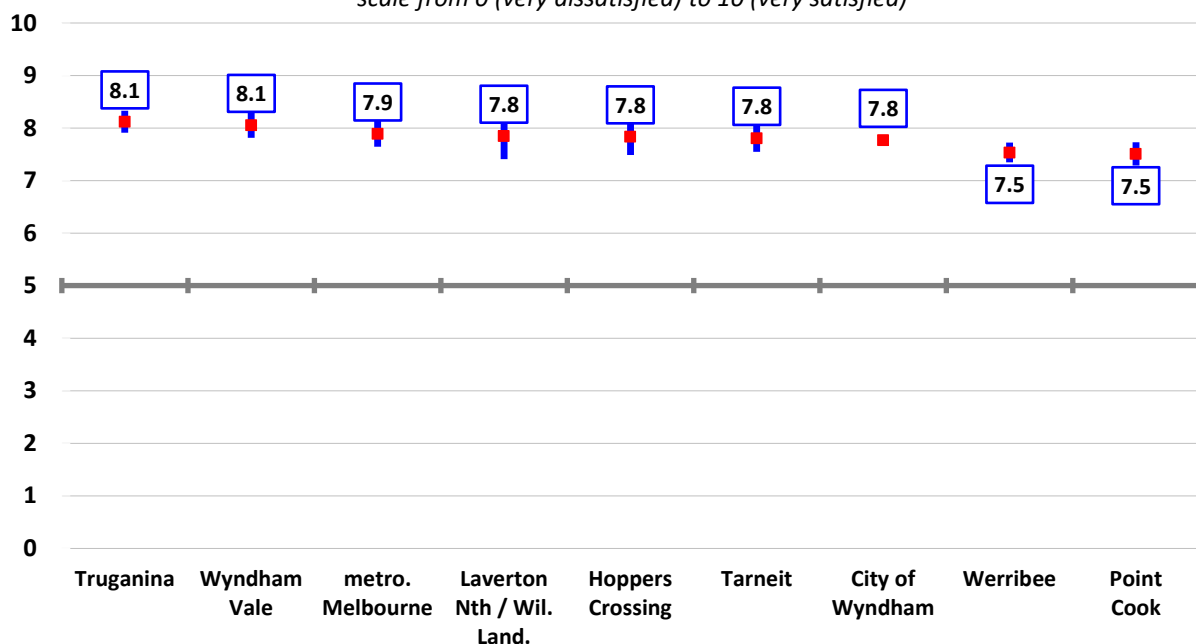
By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “bike and shared paths” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with bike paths observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average, and respondents from Werribee and Point Cook measurably (3pts) less satisfied.

Provision, maintenance, repair of shared trails, on and off-road bike paths by precinct

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

scale from 0 (very dissatisfied) to 10 (very satisfied)



Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change

Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change was the 42nd most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46 (9.1).

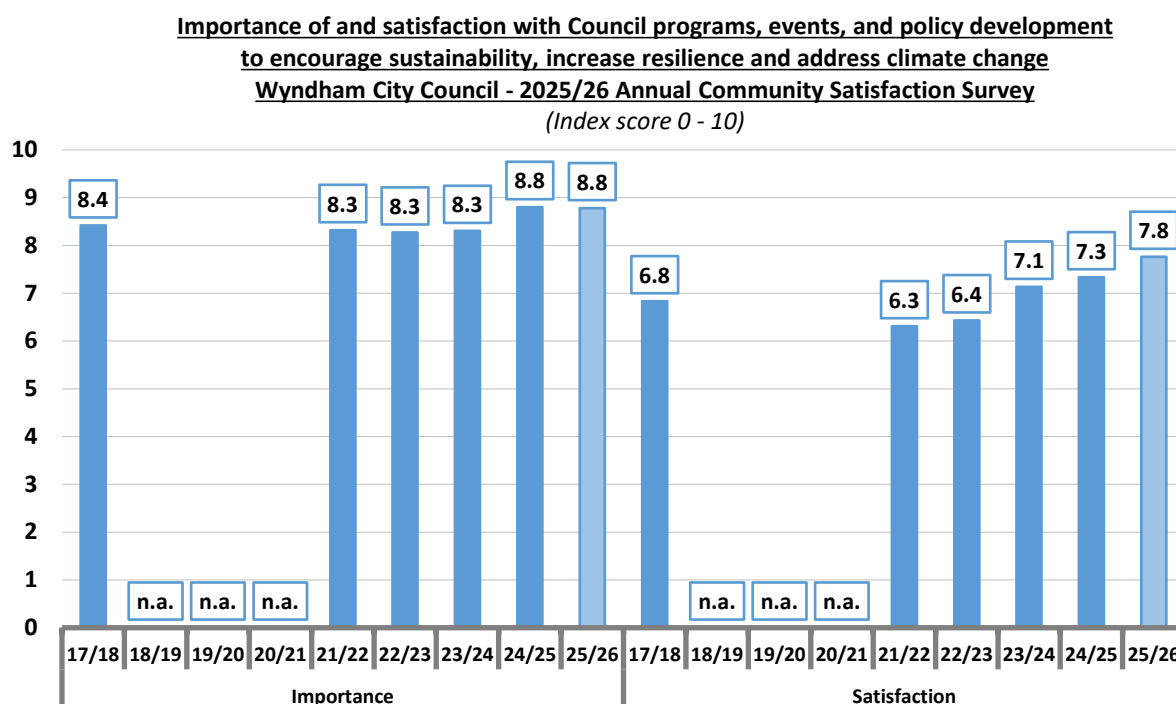
Satisfaction with these services rose notably this year, up five percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This was notably higher than the long-term average satisfaction since 2013/14 of 7.0 out of 10, and the third consecutive record high result for this service for the City of Wyndham.

This ranks these services 34th in terms of satisfaction this year.

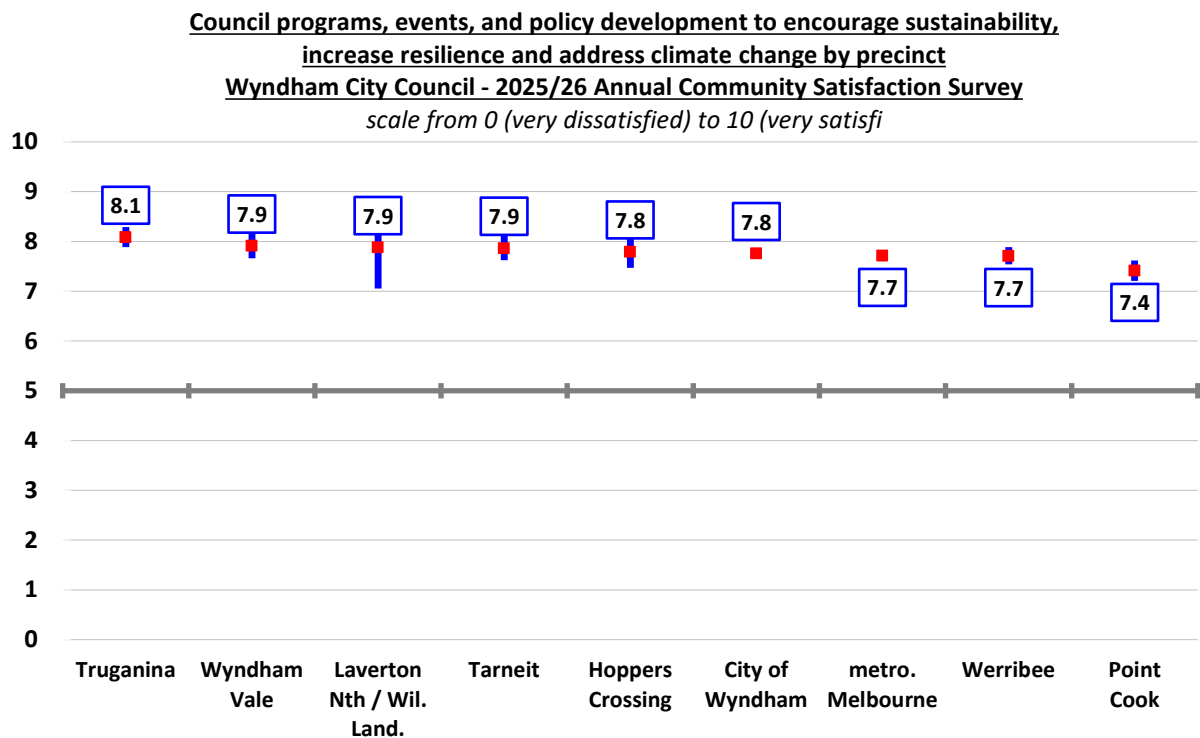
This result comprised 63% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 1,044 of the 1,200 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with these services observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average, and respondents from multicultural households notably more satisfied than respondents from English speaking households.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “Council meeting its responsibilities towards the environment”, as recorded in the 2026 *Governing Melbourne* research.

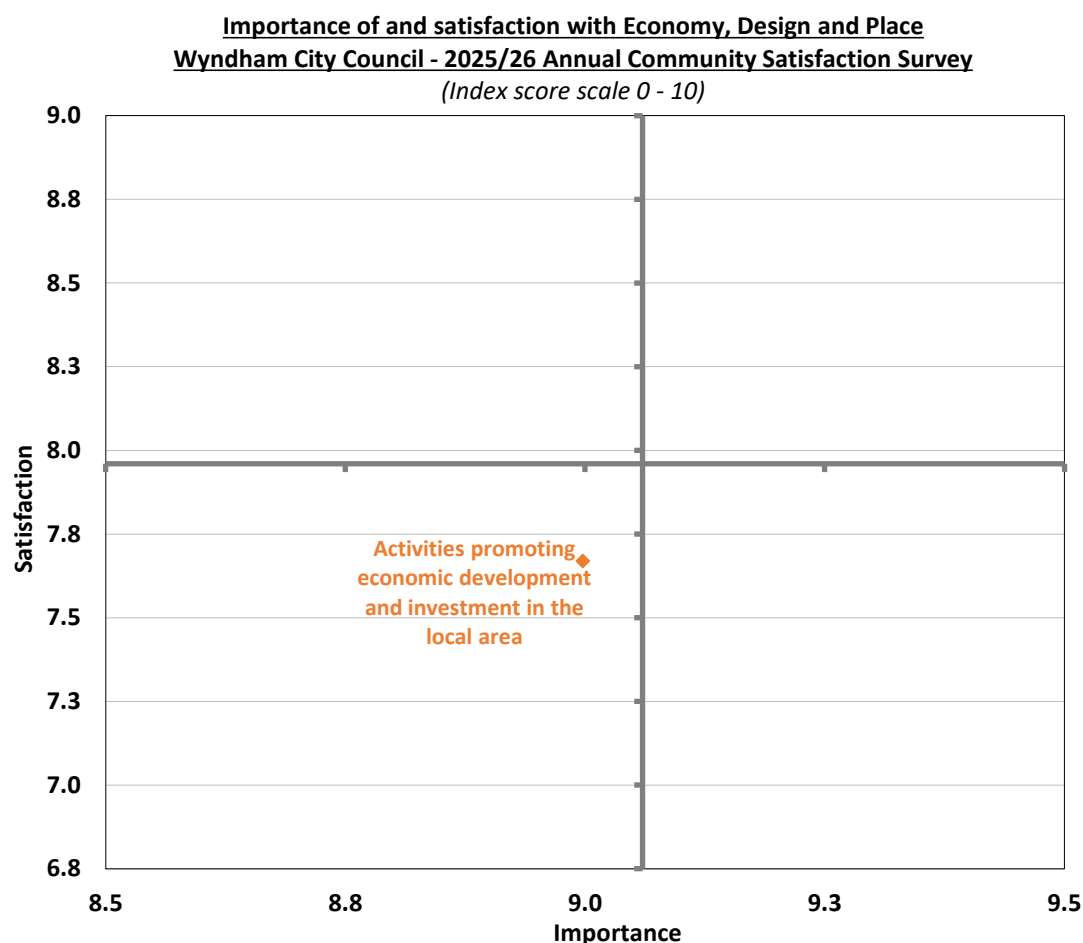
There was some statistically significant variation observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average, and respondents from Point Cook measurably (4pts) less satisfied.



Economy, Design and Place

One service from the Economy, Design and Place division was included in the survey this year, namely activities promoting economic development and investment in the local area.

While satisfaction with this service was lower than the average of all 46 services and facilities, it was also considered less important than average by respondents.



Activities promoting economic development and investment in the local area

Activities promoting economic development and investment in the local area were the 33rd most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

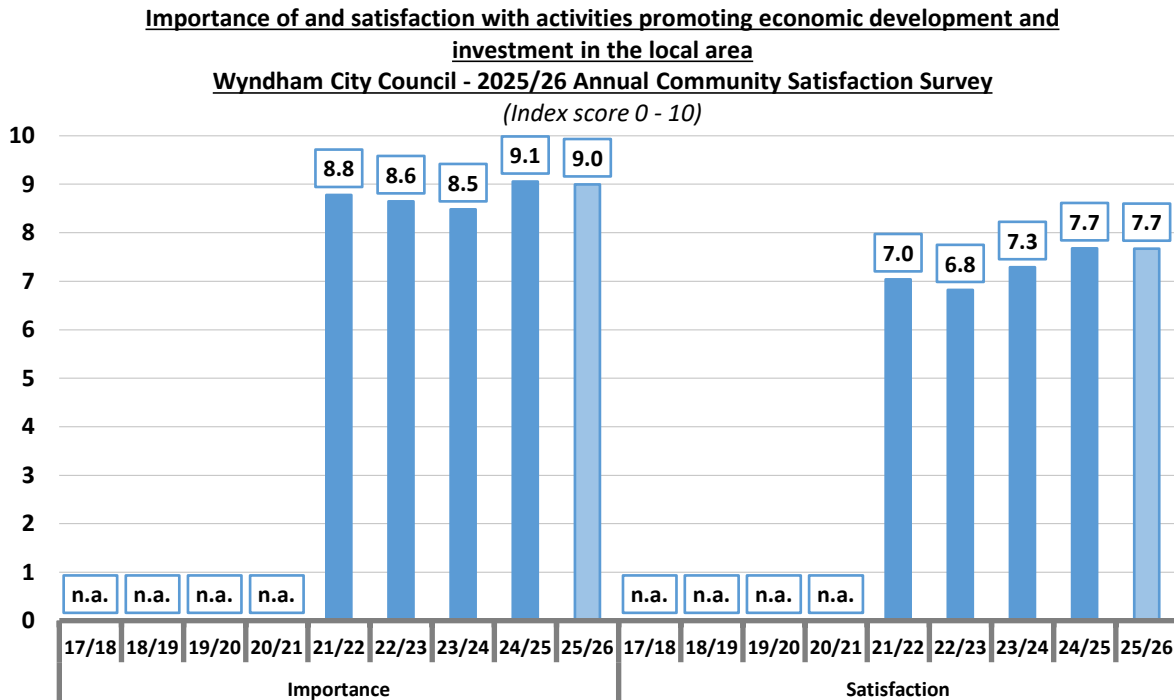
Satisfaction with these services remained stable this year at 7.7 out of 10, which was a “very good” level of satisfaction.

This result was higher than the long-term average satisfaction since 2021/22 of 7.3 out of 10, or “very good”, and the equal highest score recorded for this service.

This ranks these services 37th in terms of satisfaction this year.

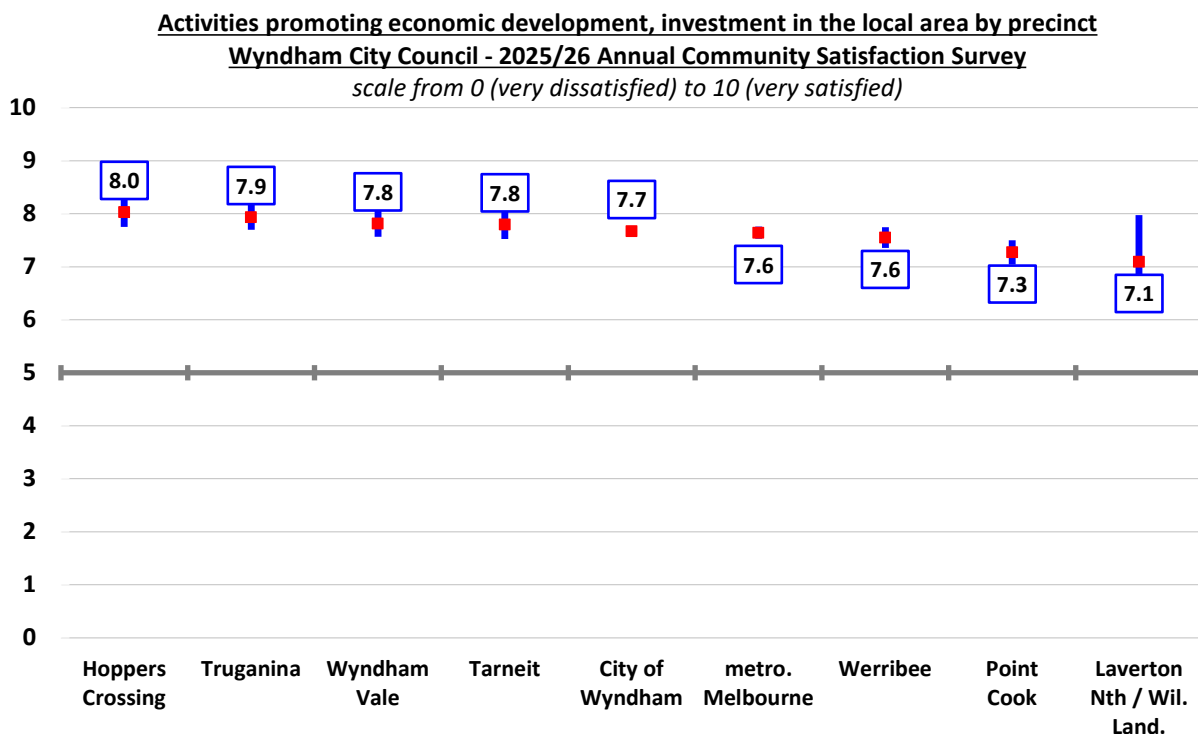
This result comprised 61% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,019 of the 1,200 respondents who provided a satisfaction score.

There was some substantial variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “Council’s activities to promote economic development” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with these services observed across the municipality, with respondents from Hoppers Crossing measurably (3pts) more satisfied than the municipal average, and respondents from Laverton North / Williams Landing notably (6pts) less satisfied.



A Clean and Green City

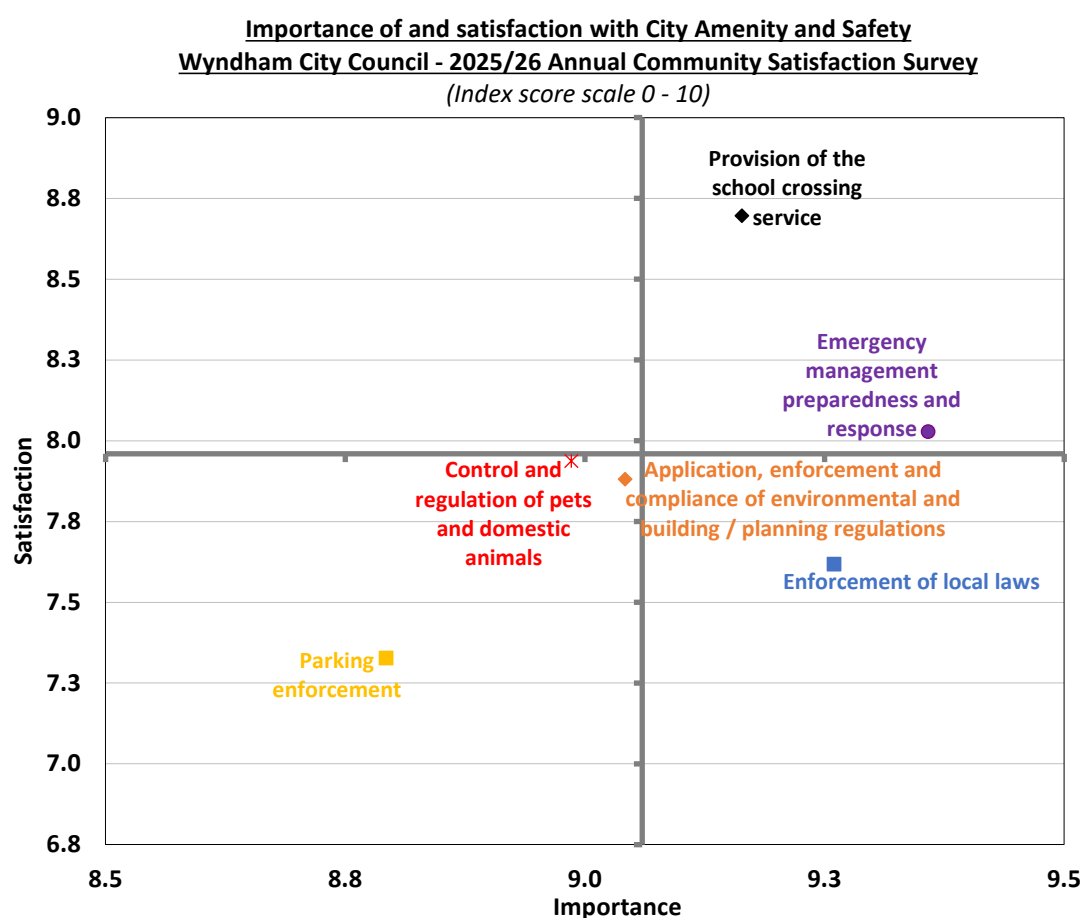
City Amenity and Safety

Six services and facilities from the City Amenity and Safety division were included in the survey this year. These were the provision of the school crossing service, Council's emergency management preparedness and response, the application, enforcement, and compliance of environmental and building / planning regulations, the enforcement of local laws, the control and regulation of pets and domestic animals, and parking enforcement.

While respondents were most satisfied with the provision of the school crossing service, and emergency management preparedness and response, and considered these to be highly important, they were less satisfied with the enforcement of local laws.

The enforcement of local laws fell into the quadrant of most concern, being of higher-than-average importance but recording a lower-than-average satisfaction score.

The control and regulation of pets and domestic animals, the application, enforcement, and compliance of environmental and building / planning regulations, and parking enforcement all recorded lower-than-average satisfaction scores but were also less important than average.



Parking enforcement

Parking enforcement was the 41st most important of the 46 included services and facilities, with an average importance of 8.8 out of 10, and one of eight that were measurably less important than the average of all 46 (9.1).

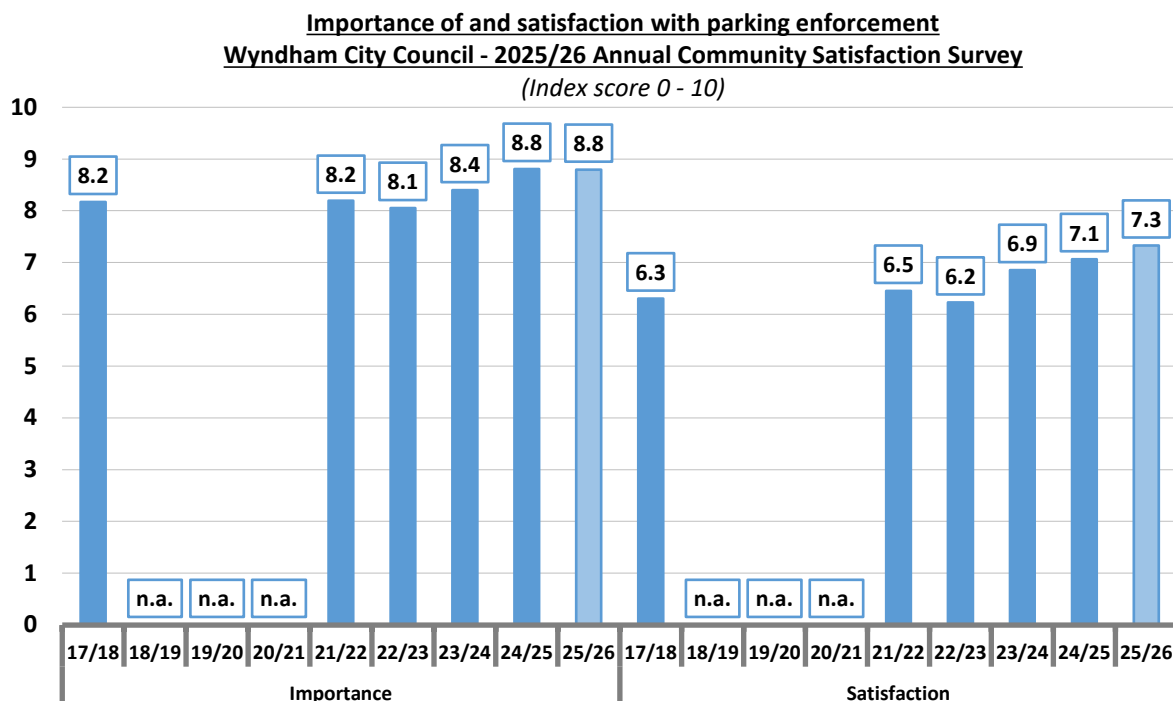
Satisfaction with parking enforcement increased somewhat this year, up two percentage points to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This satisfaction score was notably (7pts) higher than the long-term average satisfaction since 2013/14 of 6.6 out of 10, or “good”, and was a record high level of satisfaction.

This ranks parking enforcement 41st in terms of satisfaction this year, and one of nine that received a satisfaction score which was measurably lower than the average of all 46 (7.9).

This result comprised 55% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 1,162 of the 1,200 respondents who provided a satisfaction score this year.

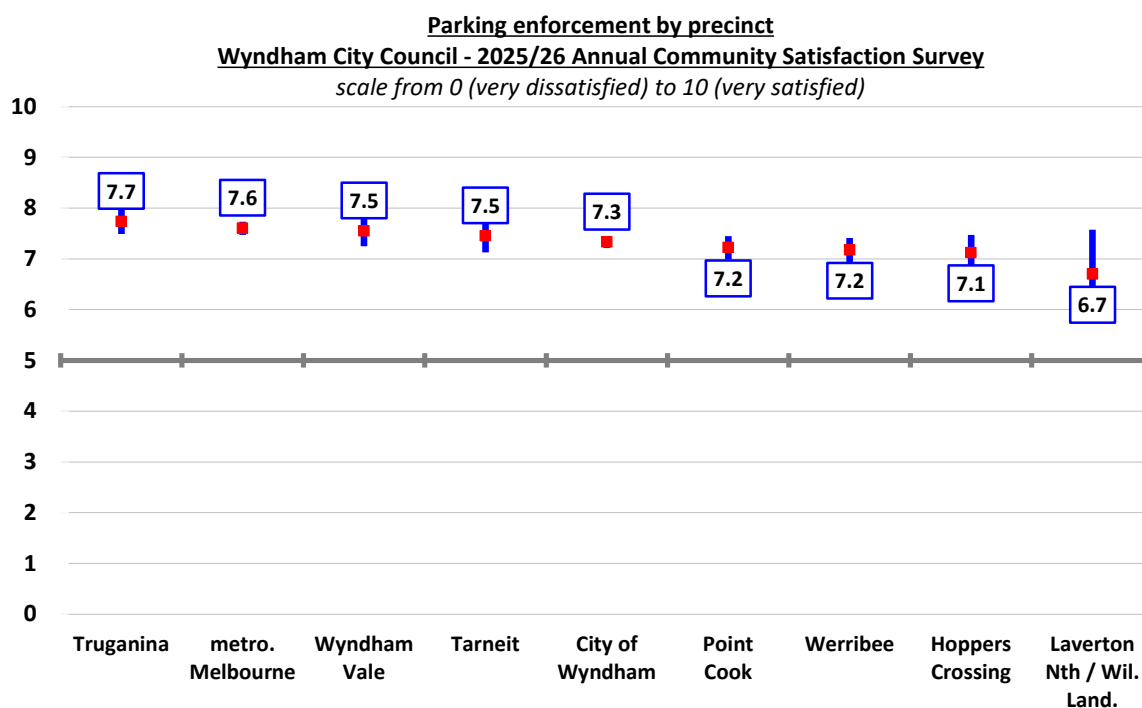
There was variation in satisfaction with parking enforcement observed by respondent profile, with younger adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 55 to 74 years) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.



By way of comparison, this result was measurably (3pts) lower than the metropolitan average satisfaction with “parking enforcement” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

This satisfaction result was consistent with the fact that car parking remained the third most nominated [issue to address](#) for the City of Wyndham this year, with seven percent of respondents nominating parking related issues.

There was some measurable variation observed across the municipality, with respondents from Truganina measurably (4pts) more satisfied than the municipal average. Conversely, respondents from Laverton North / Williams Landing were notably (6pts) less satisfied than average, and at a “good” rather than a “very good” level.



Emergency management preparedness and response

Council’s emergency management preparedness and response was the 3rd most important of the 46 included services and facilities, with an average importance of 9.4 out of 10, and one of ten services and facilities to be measurably more important than the average of all 46 (9.1).

Satisfaction with Council’s emergency management preparedness and response remained essentially stable this year at 8.9 out of 10, which remains an “excellent” level of satisfaction.

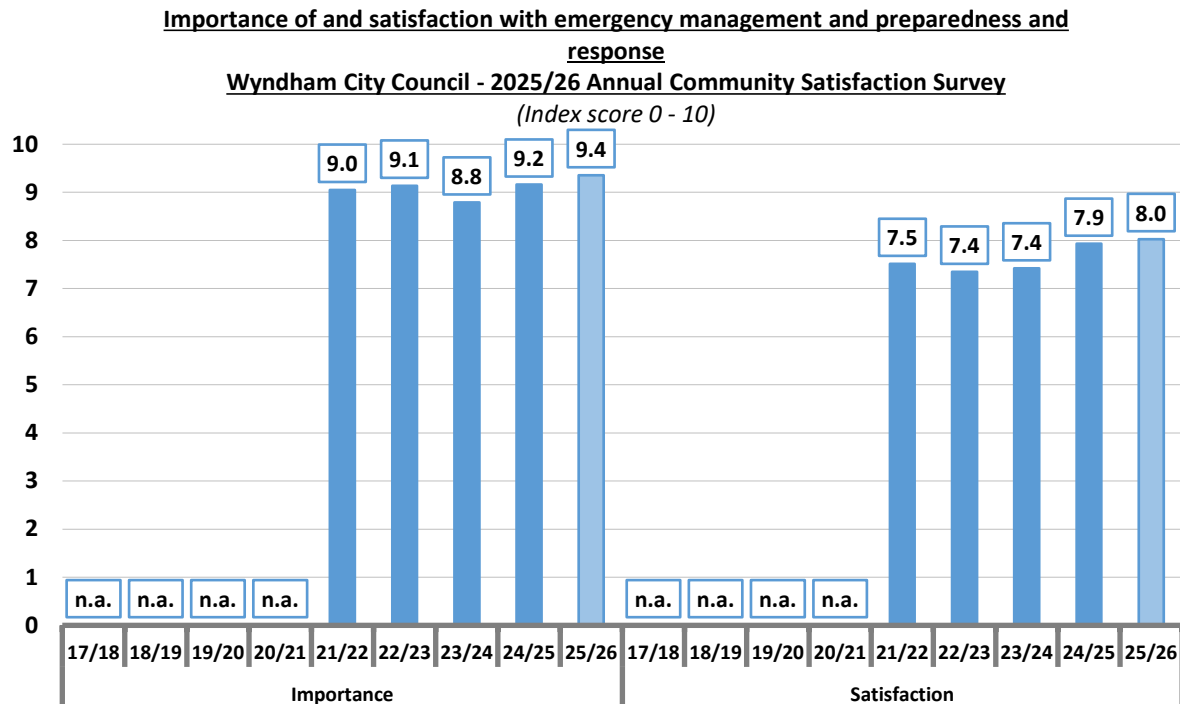
This result was notably higher than the long-term average satisfaction since 2021/22 of 7.7, and was a record high result for this service.

This result ranks Council’s emergency management preparedness and response 16th in terms of satisfaction this year.

This result comprised 70% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 1,037 of the 1,200 respondents who provided a score this year.

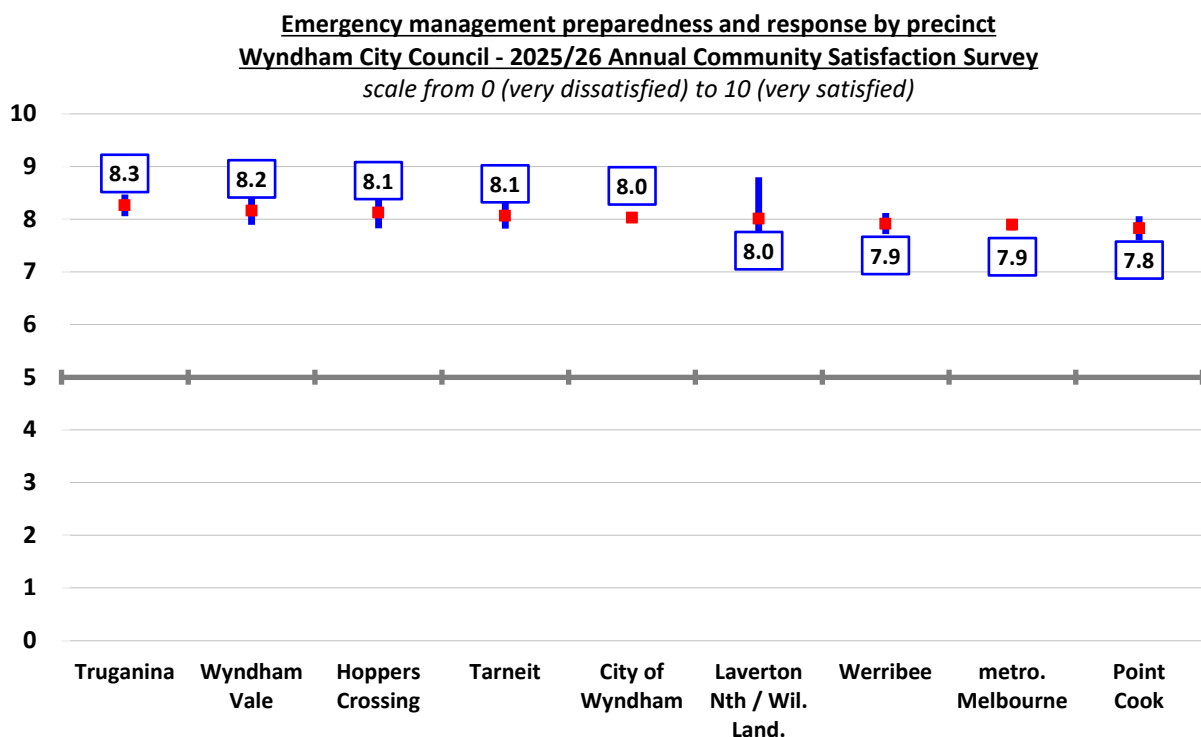
There was no substantive variation in satisfaction with Council’s emergency management preparedness and response observed by respondent profile.





By way of comparison, satisfaction with Council's emergency management preparedness and response was broadly consistent with the metropolitan average satisfaction with "Council's emergency management preparedness and response" of 7.9 out of 10, or "excellent", as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with Council's emergency management and preparedness and response observed across the municipality, with respondents from Truganina measurably (4pts) more satisfied than the municipal average.



Control and regulation of pets and domestic animals

It should be noted that this service was previously included in the survey as “animal management”.

The control and regulation of pets and domestic animals was the 33rd most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

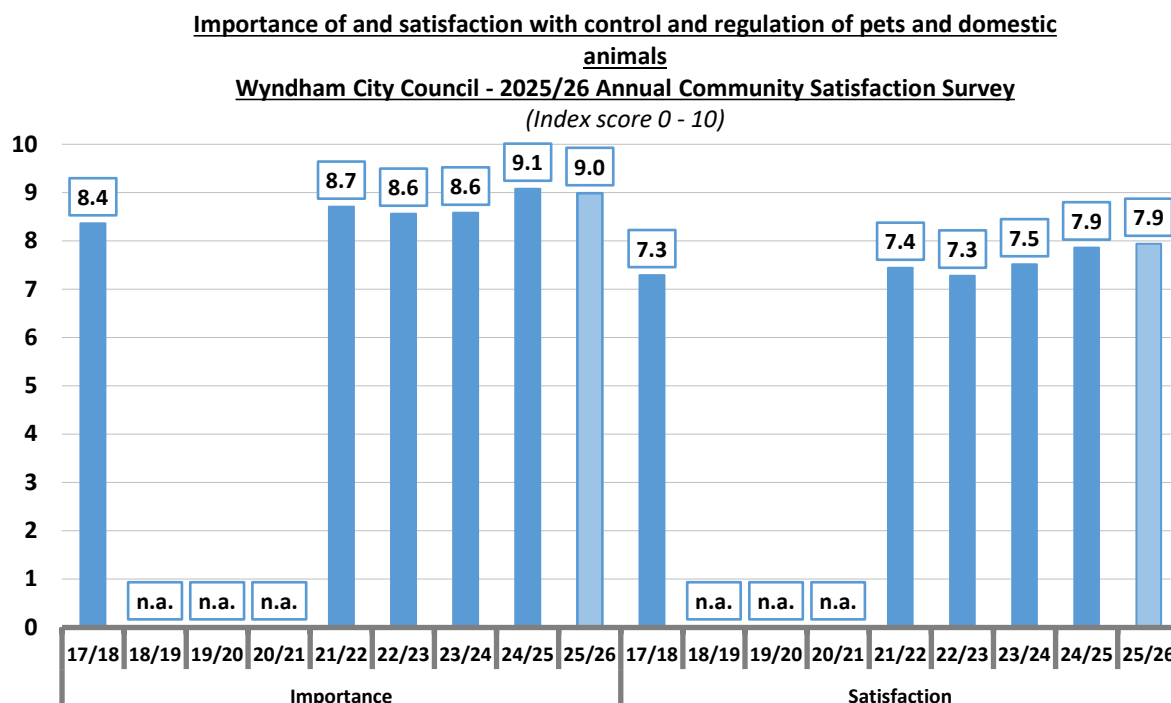
Satisfaction with the control and regulation of pets and domestic animals remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2013/14 of 7.4 out of 10, or “very good”, and was a record high result for this service.

This ranks the control and regulation of pets and domestic animals 21st in terms of satisfaction this year.

This result comprised 68% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 1,059 of the 1,200 respondents who provided a satisfaction score this year.

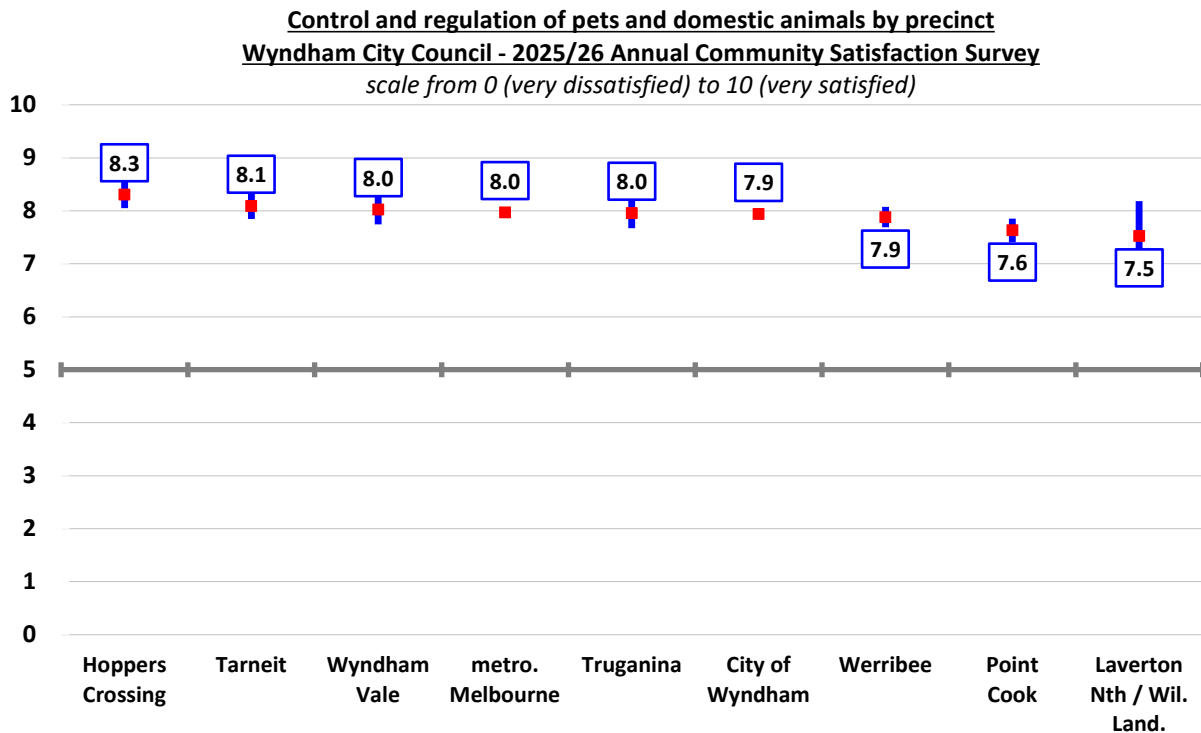
There was some substantive variation in satisfaction with control and regulation of pets and domestic animals observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “animal management” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.



There was some measurable variation in satisfaction observed across the municipality, with respondents from Hoppers Crossing measurably more satisfied than the municipal average. Conversely, respondents from Laverton North / Williams Landing were notably less satisfied.



Enforcement of local laws

The enforcement of local laws was the 6th most important of the 46 included services and facilities, with an average importance of 9.3 out of 10, and one of ten that were measurably more important than the average of all 46 (9.1).

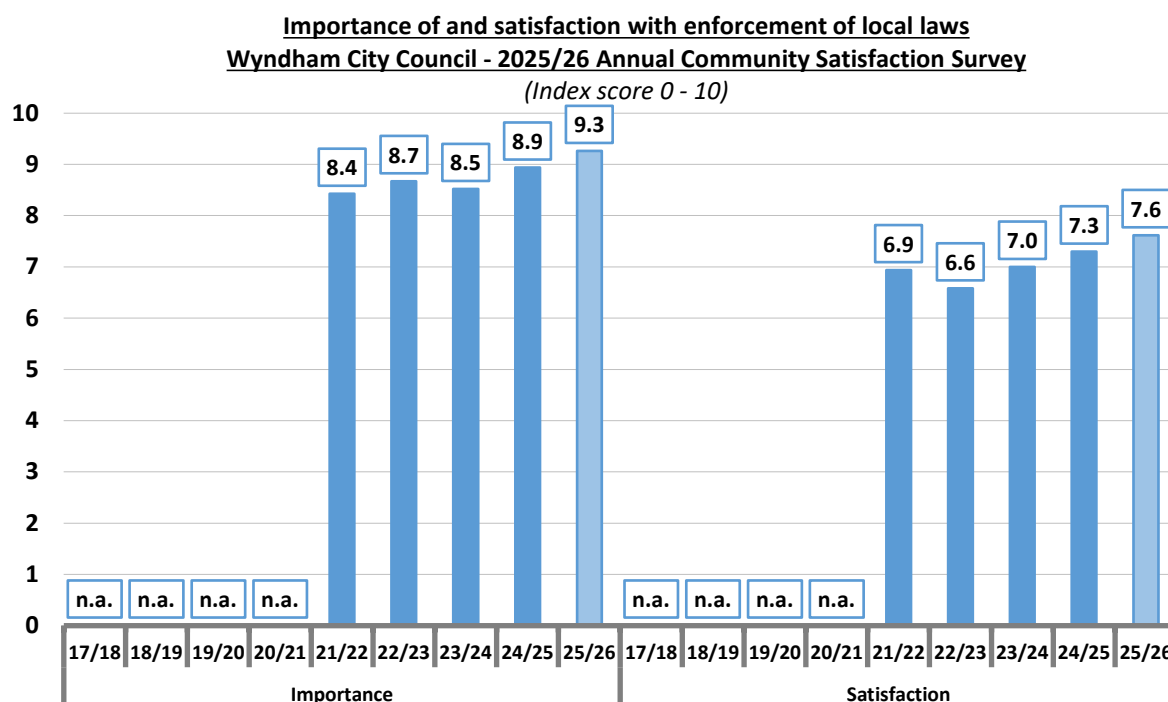
Satisfaction with the enforcement of local laws increased somewhat this year, up three percentage points to 7.6 out of 10, which remains at a “very good” level of satisfaction.

This satisfaction score was notably higher than the long-term average satisfaction since 2021 of 7.1 out of 10, or “good”, and was a record high result for this service.

This ranks the enforcement of local laws 38th in terms of satisfaction this year, and one of nine that received a satisfaction score which was measurably lower than the average of all 46 (7.9).

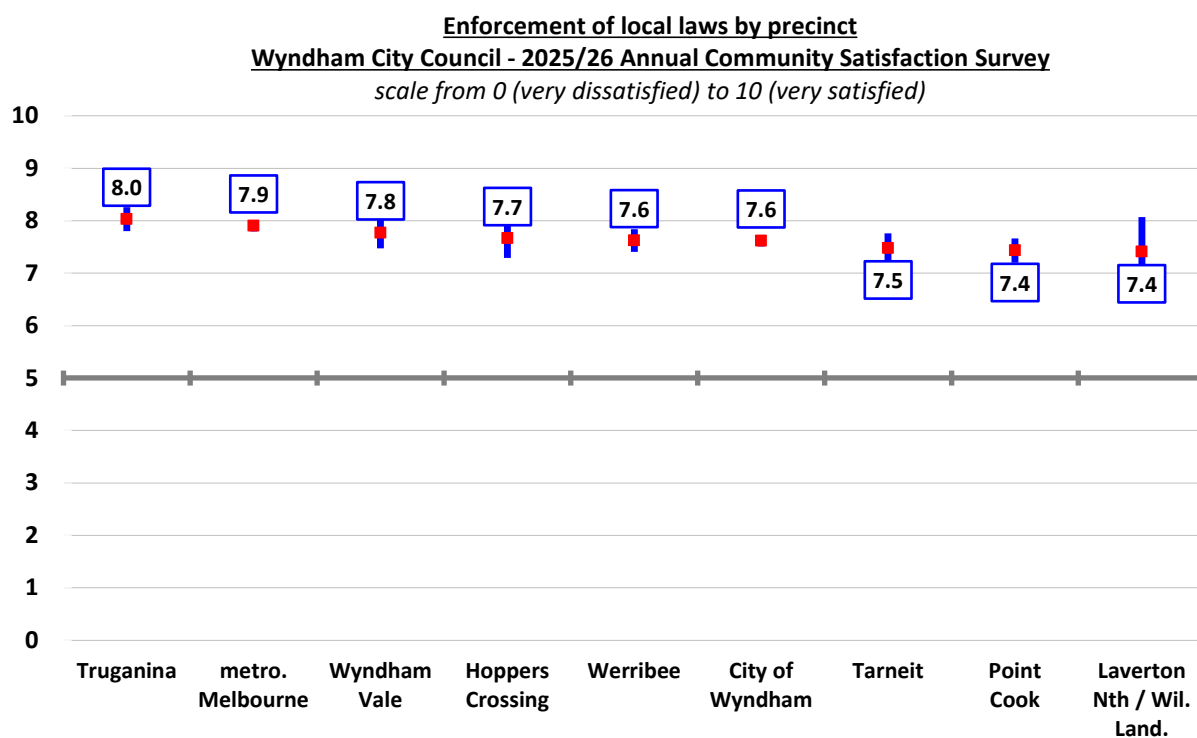
This result comprised 60% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 1,100 of the 1,200 respondents who provided a satisfaction score this year.

There was variation in satisfaction with the enforcement of local laws observed by respondent profile, with female respondents notably more satisfied than male respondents.



By way of comparison, this result was measurably (4pts) lower than the metropolitan average satisfaction with “the enforcement of local laws” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation observed across the municipality, with respondents from Truganina measurably (4pts) more satisfied than the municipal average.



Application, enforcement, and compliance of environmental and planning regulations

The application, enforcement, and compliance of environmental and planning regulations was the 26th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

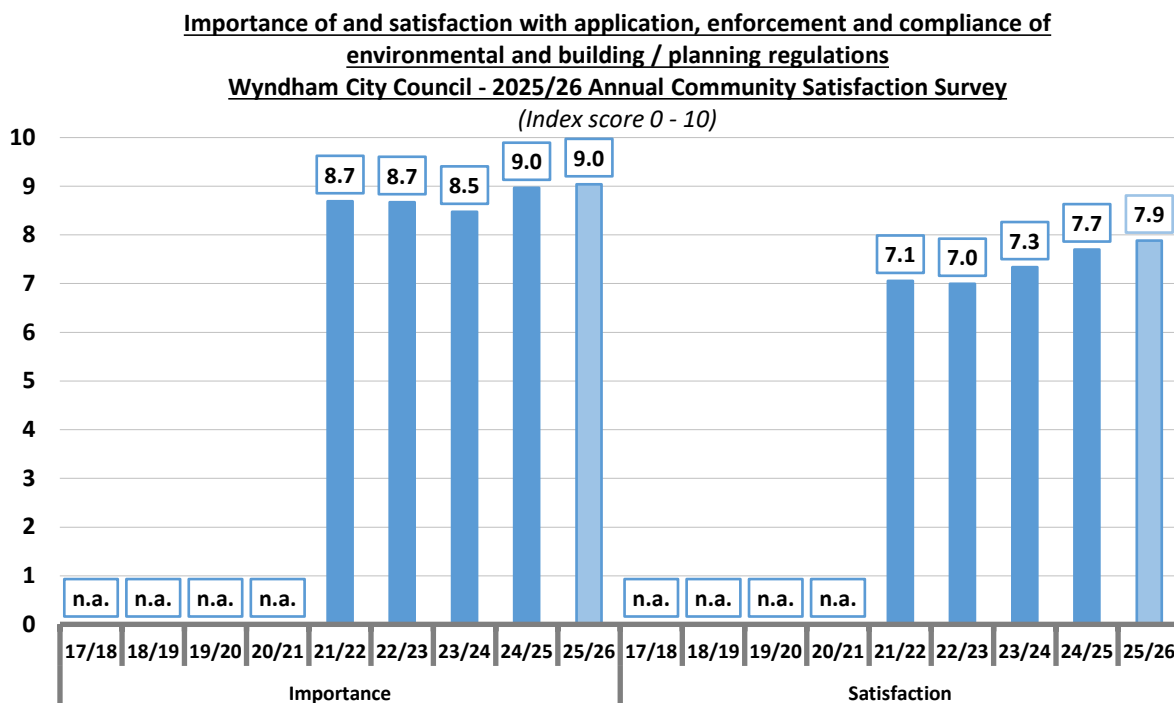
Satisfaction with these services rose somewhat this year, up two percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This was notably higher than the long-term average since 2021/22 of 7.4 out of 10, and was a record high result for this service

This result ranks these services 25th in terms of satisfaction this year.

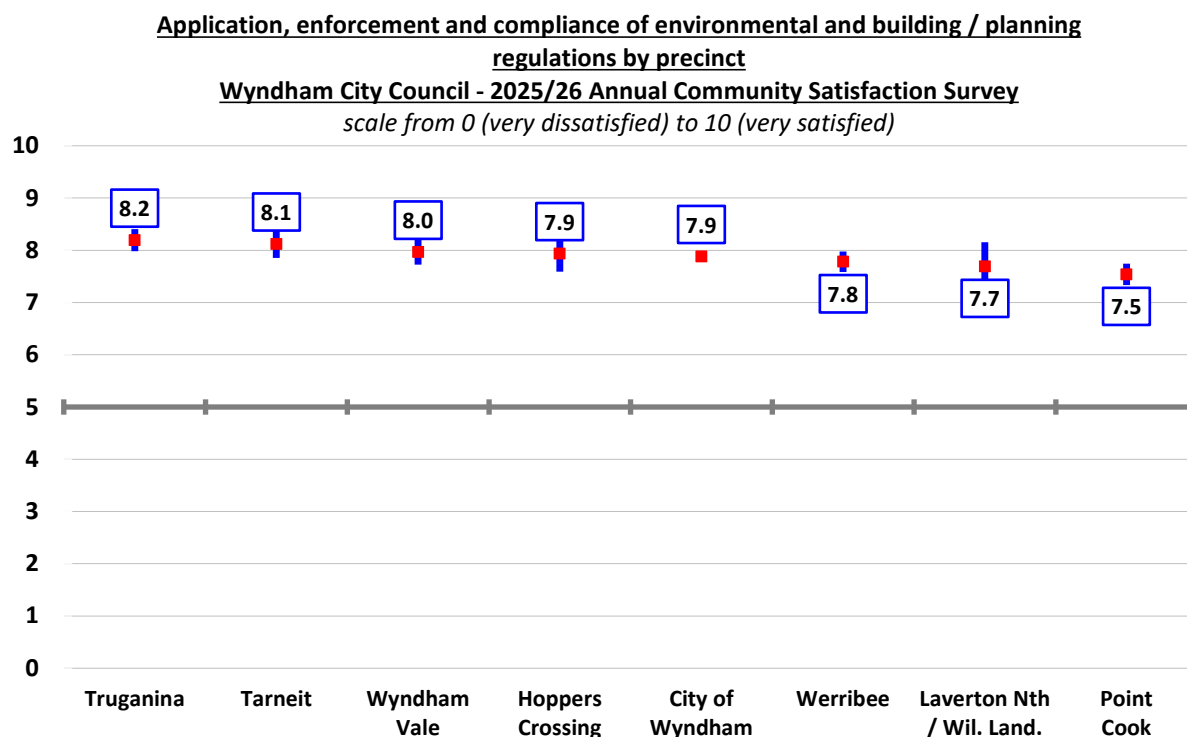
This result comprised 66% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 1,021 of the 1,200 respondents who provided a satisfaction score this year.

There was some meaningful variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than the municipal average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was some statistically significant variation in satisfaction with these services observed across the municipality, with respondents from Truganina measurably (3pts) more satisfied than the municipal average, and respondents from Point Cook measurably (4pts) less satisfied, and at a “very good” rather than an “excellent” level.



Provision of the school crossing service

The provision of the school crossing service was the 15th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the school crossing service rose notably this year, up five percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

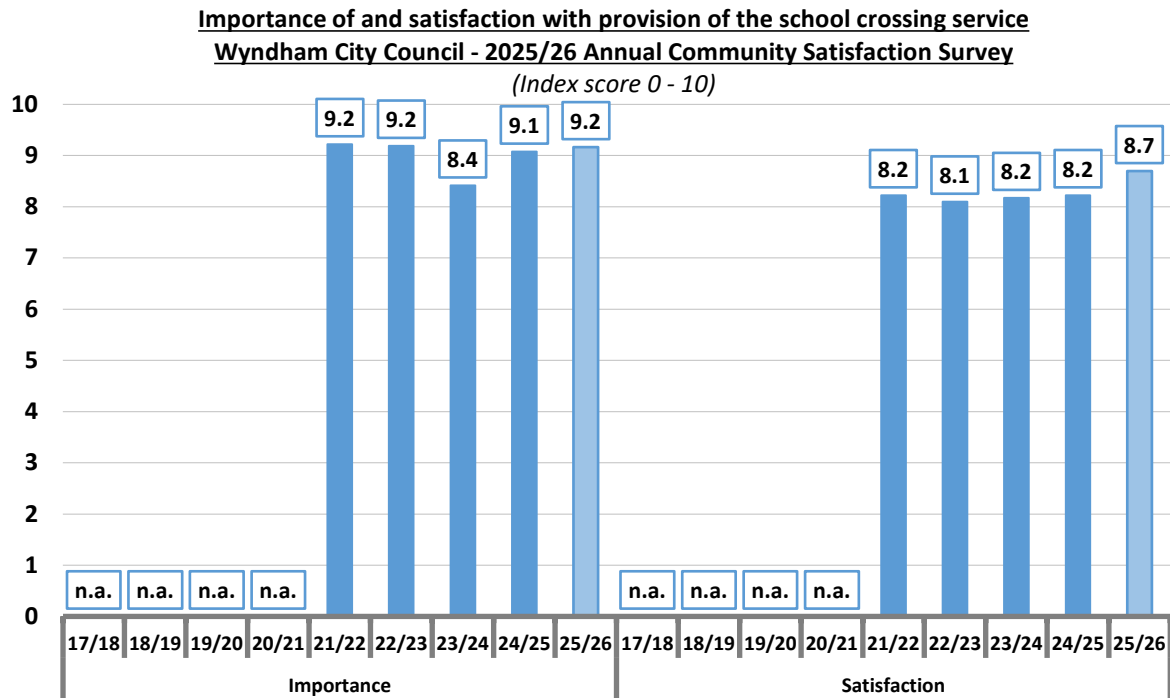
This was notably higher than the long-term average since 2021/22 of 8.3 out of 10, and was a record high result for this service.

This result ranks the school crossing service 5th in terms of satisfaction this year, and one of nine that received a satisfaction score measurably higher than the average of all 46 (7.9).

This result comprised 85% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 352 of the 363 (30%) respondents from households who had used these services in the last 12 months.

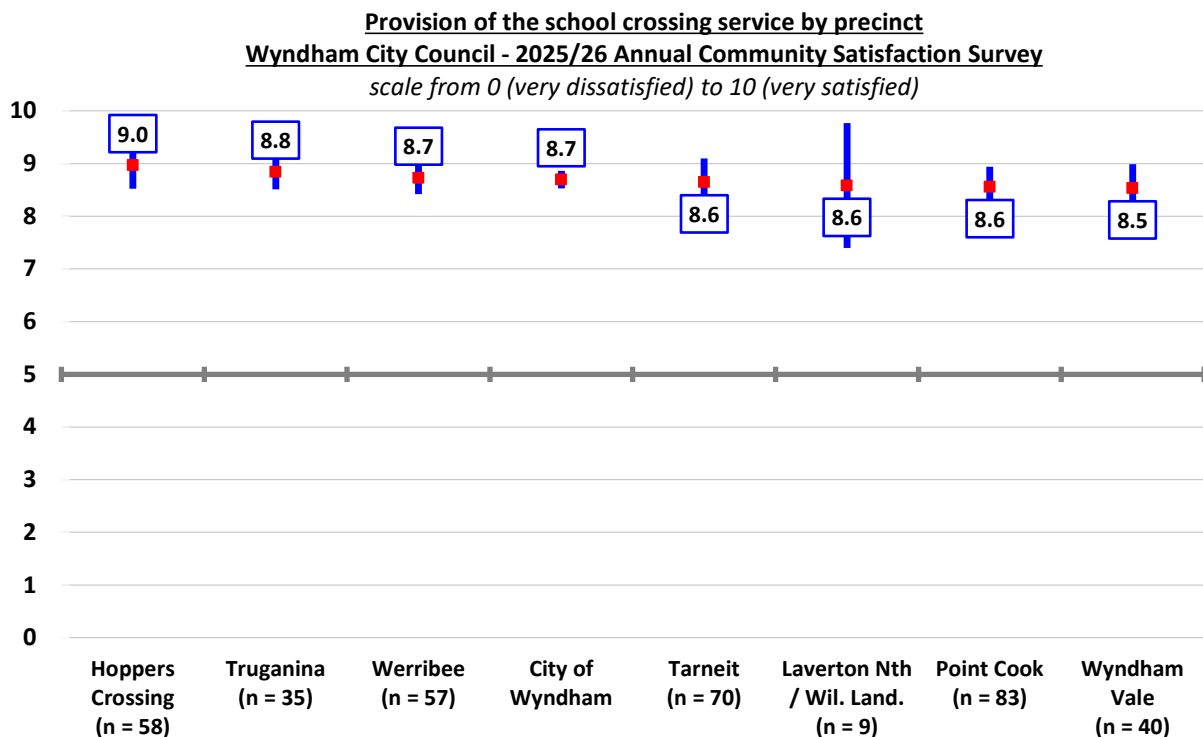
There was no meaningful variation in satisfaction with these services observed by respondent profile.





This service was not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was no statistically significant variation in satisfaction with the school crossing service observed across the municipality.



Open Space

Five services and facilities from the Open Space division were included in the survey this year.

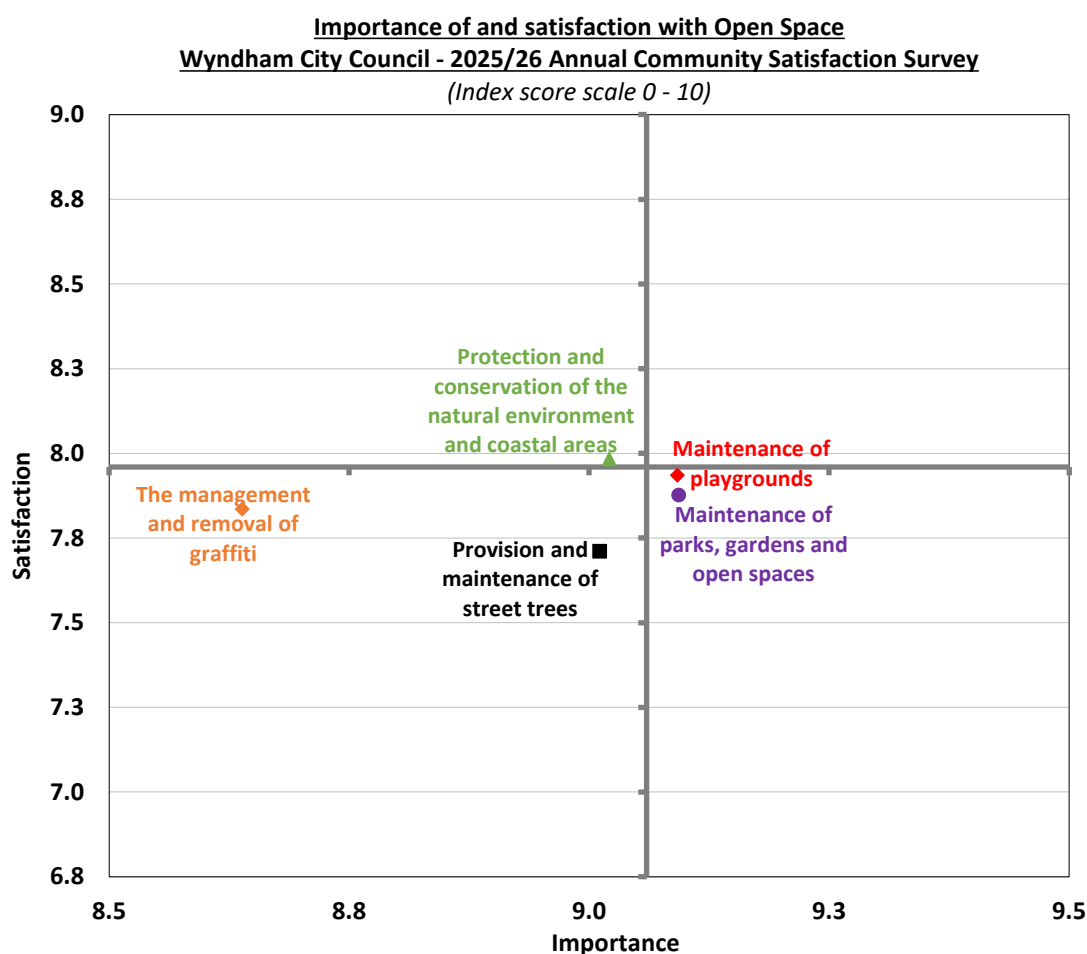
These were the management and removal of graffiti, the provision and maintenance of street trees, the protection and conservation of the natural environment and coastal areas, the maintenance of playgrounds, and the maintenance of parks, gardens, and open spaces.

The maintenance of playgrounds and the protection of the natural environment recorded satisfaction scores which were consistent with the average of all 46 services and facilities.

The other three Open Space services and facilities, however, recorded marginally lower-than-average satisfaction scores, although still in the “very good” to “excellent” ranges.

Of the five services and facilities, only the maintenance of playgrounds and the maintenance of parks, gardens, and open spaces were of higher-than-average importance.

This is consistent with historical results and results observed elsewhere.



Protection and conservation of the natural environment and coastal areas

The protection and conservation of the natural environment and coastal areas was the 28th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

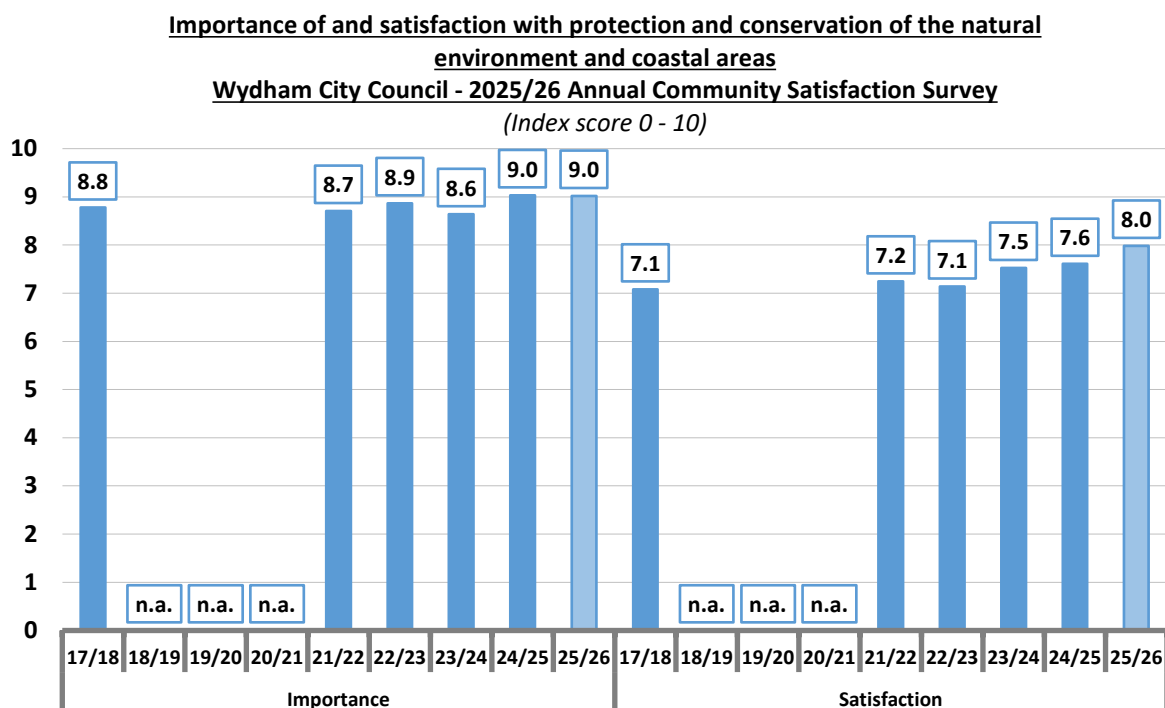
Satisfaction with the protection of the natural environment increased notably this year, up four percentage points to 8.0 out of 10 this year, which remains was an “excellent”, up from a “very good”, level of satisfaction.

This result was notably higher than the long-term average satisfaction with these services since 2014/15 of 7.4 out of 10, and the third consecutive record high for this service.

This ranks the protection and conservation of the natural environment and coastal areas 18th in terms of satisfaction this year.

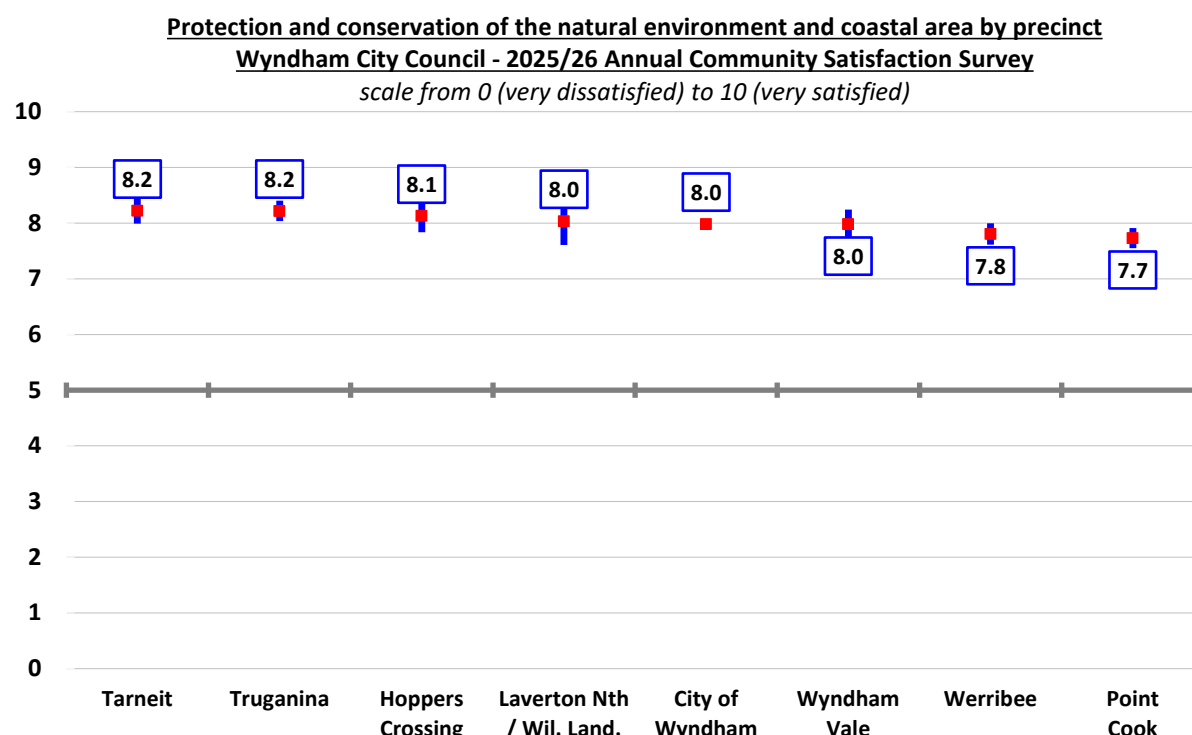
This result comprised 69% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 1,124 of the 1,200 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with parks and gardens observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than average, and respondents from multicultural households notably more satisfied than respondents from English speaking households.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was some statistically significant variation in satisfaction with these services observed across the municipality, with respondents from Point Cook measurably (3pts) less satisfied than the municipal average.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 30th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the provision and maintenance of street trees rose notably this year, up four percentage points to 7.7 out of 10, which remains a “very good” level.

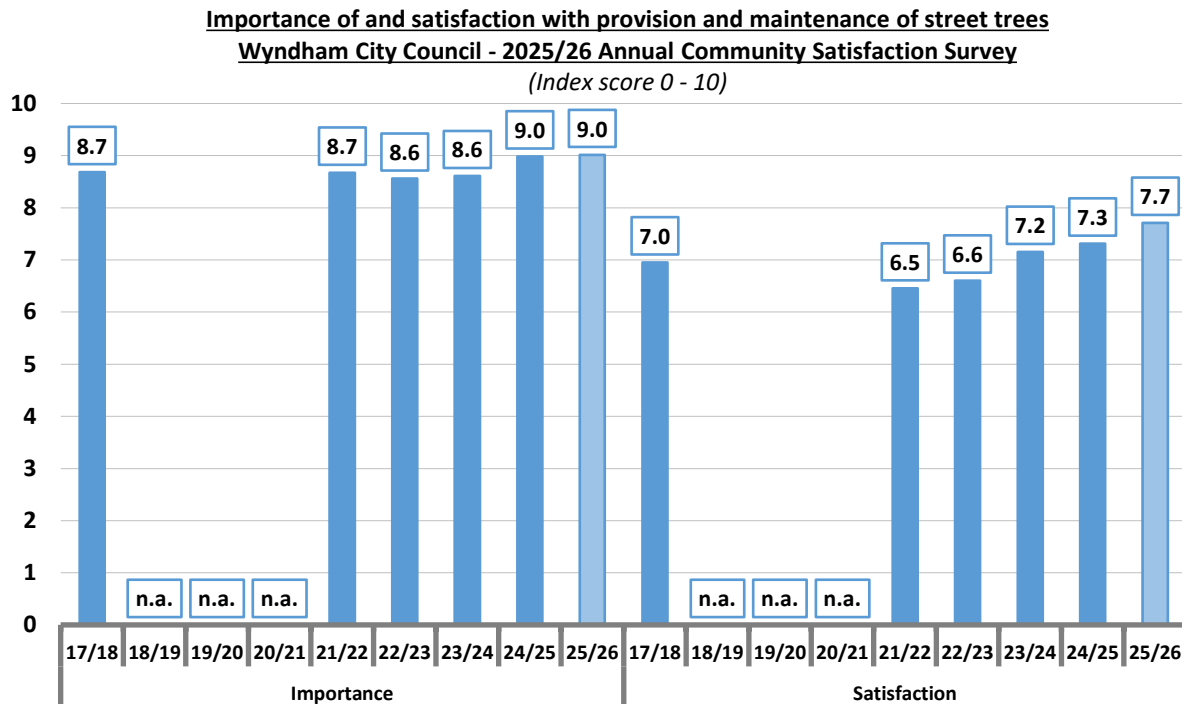
This result is notably higher than the long-term average satisfaction since 2013/14 of 7.0 out of 10, and the third consecutive record high result for this service.

This ranks the provision and maintenance of street trees 36th in terms of satisfaction this year.

This result comprised 62% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 1,177 of the 1,200 respondents who provided a satisfaction score this year.

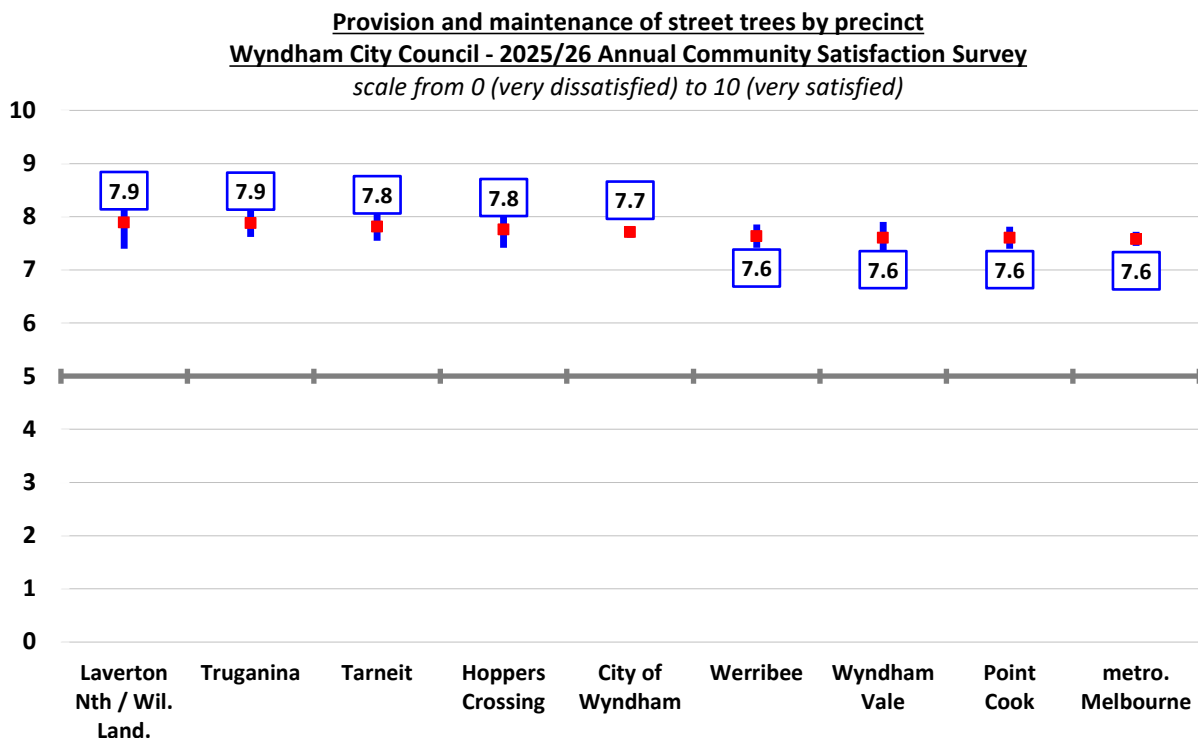
There was some variation in satisfaction with street trees observed by respondent profile, with older adults (aged 55 to 74 years) notably less satisfied than average. Female respondents were notably more satisfied than male respondents, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.





By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with street trees observed across the municipality.



Maintenance of parks, gardens, and open spaces

The maintenance of parks, gardens, and open spaces was the 22nd most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

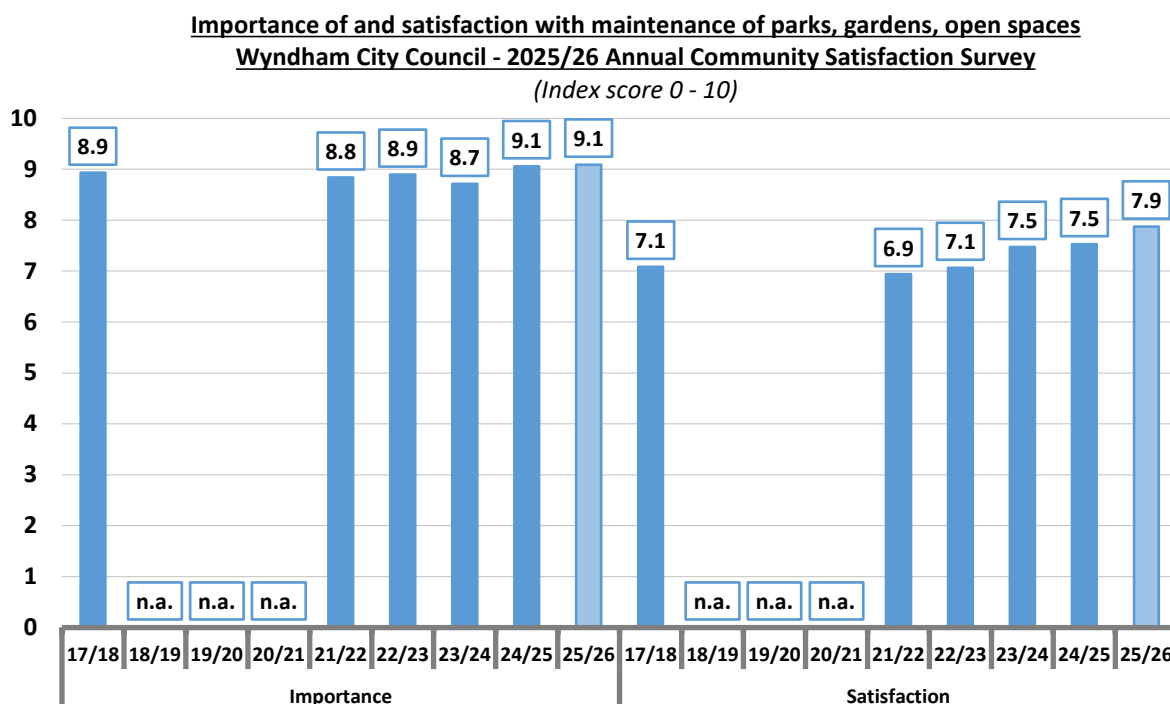
Satisfaction with the provision and maintenance of parks, gardens, and open space increased notably this year, up four percentage points to 7.9 out of 10 this year, which was an “excellent”, up from a “very good” level of satisfaction.

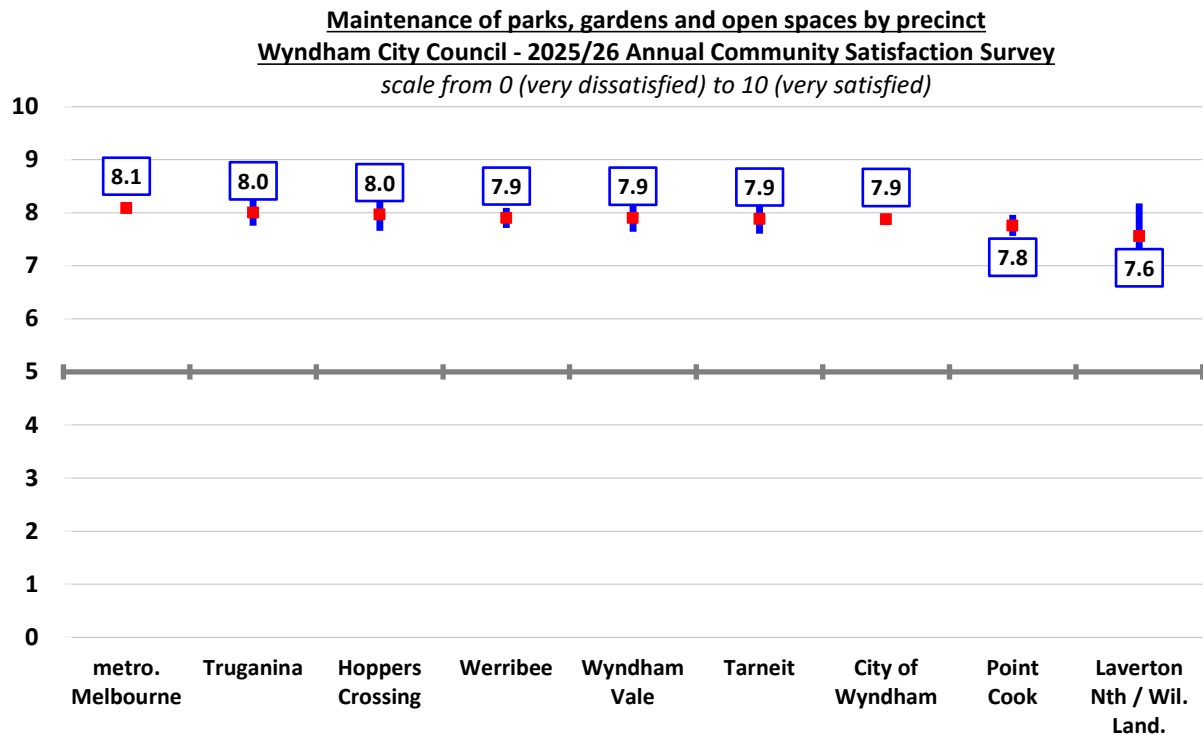
This result was notably higher than the long-term average satisfaction with parks, gardens, and open spaces since 2013/14 of 7.3 out of 10, and the second consecutive record high for this service.

This ranks the provision and maintenance of parks, gardens, and open spaces 26th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 1,177 of the 1,200 respondents who provided a satisfaction score this year.

There was no significant variation in satisfaction with parks and gardens observed by respondent profile.





Maintenance of playgrounds

The maintenance of playgrounds was the 23rd most important of the 46 included services and facilities, with an average importance of 9.1 out of 10.

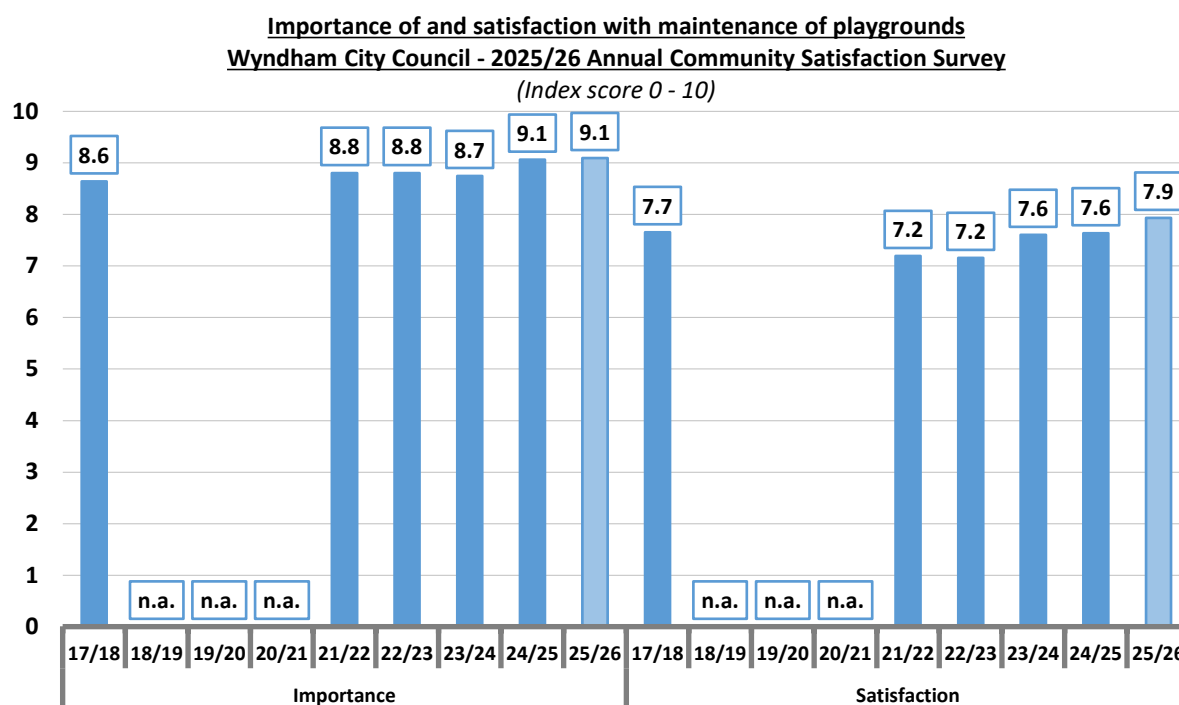
Satisfaction with playgrounds rose somewhat this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2013/14 of 7.5 out of 10, or “very good”, and a record high result for this service.

This ranks the provision and maintenance of playgrounds 23rd in terms of satisfaction this year.

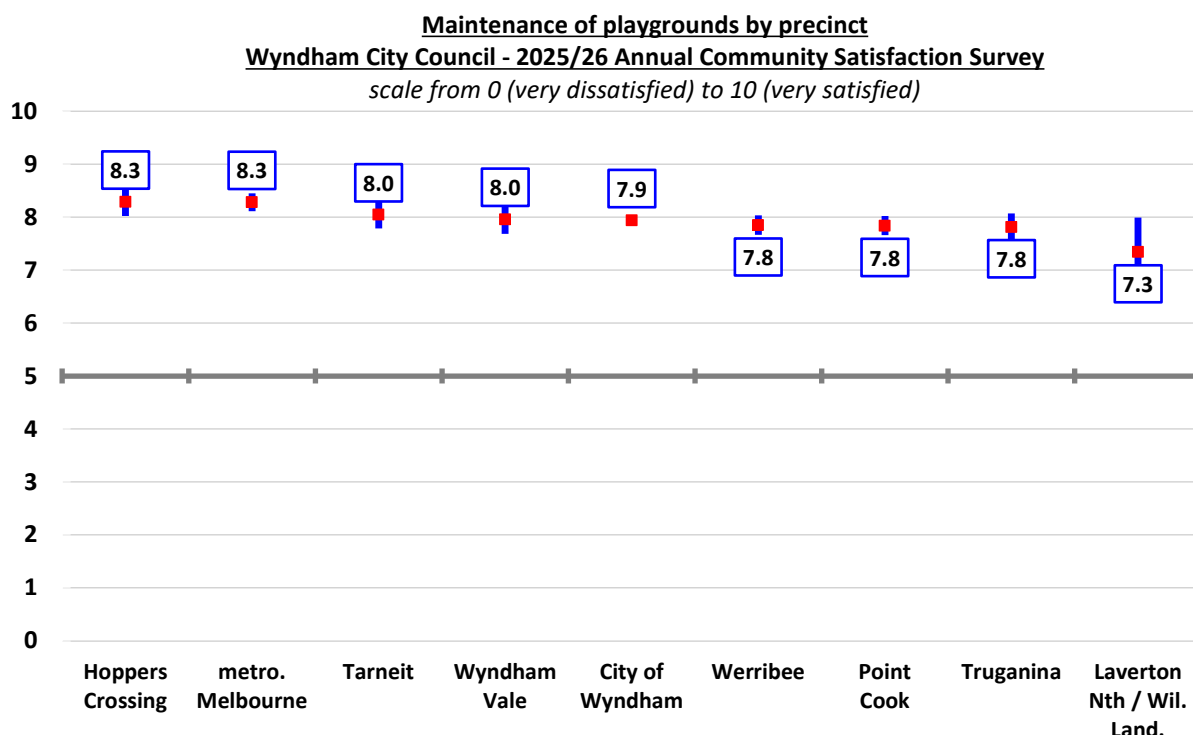
This result comprised 67% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 1,130 of the 1,200 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction observed by respondent profile.



By way of comparison, this result was measurably (4pts) lower than the metropolitan average satisfaction with “the provision and maintenance of playgrounds” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with playgrounds observed across the municipality, with respondents from Hoppers Crossing measurably (4pts) more satisfied than the municipal average. Conversely, attention is drawn to respondents from Laverton North / Williams Landing, who were notably (5pts) less satisfied.



The management and removal of graffiti

The management and removal of graffiti was the least (46th) important of the 46 included services and facilities, with an average importance of 8.6 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46 (9.1).

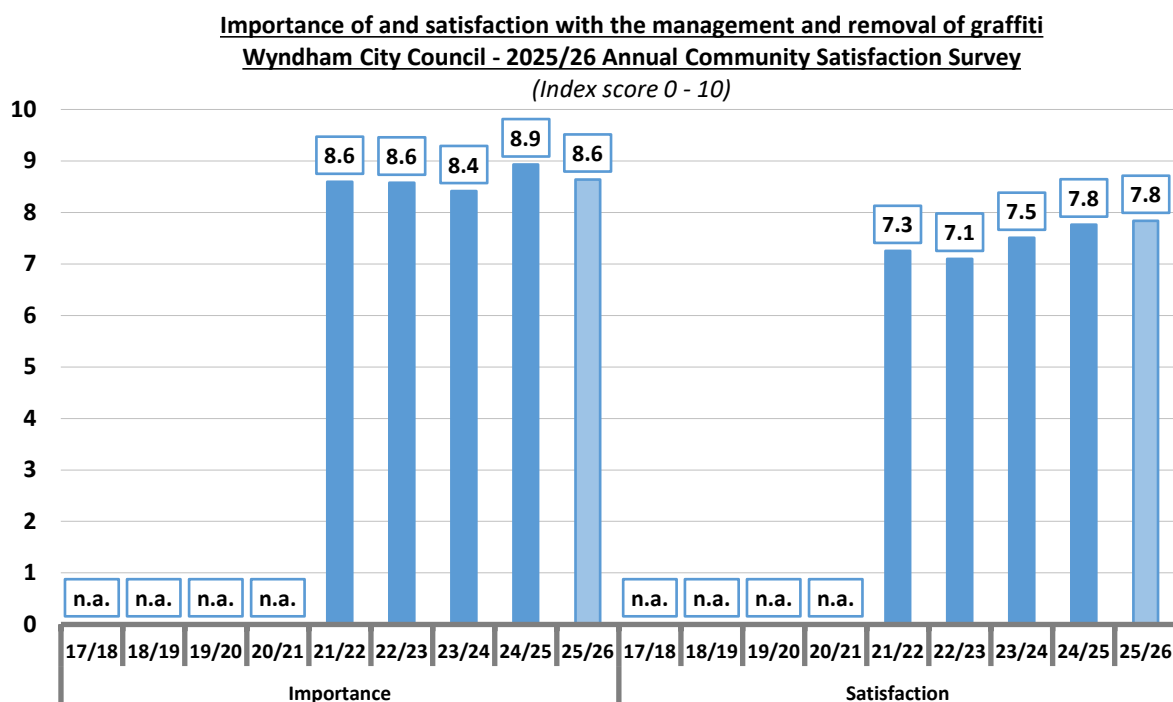
Satisfaction with graffiti management remained stable this year at 7.8 out of 10, which was an “excellent” level of satisfaction.

This was notably higher than the long-term average satisfaction since 2021/22 of 7.5 out of 10, and remained at a record high level for this service.

This result ranks the management and removal of graffiti 31st in terms of satisfaction this year.

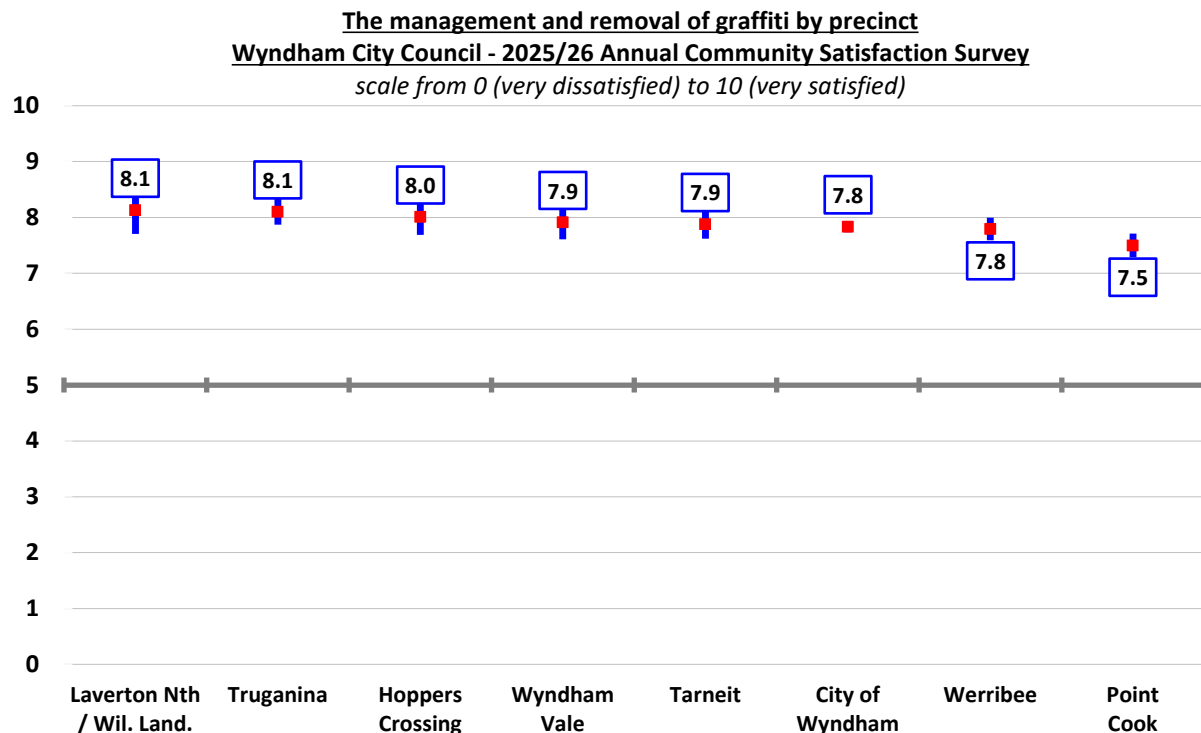
This result comprised 65% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 1,036 of the 1,200 respondents who provided a score this year.

There was no substantive variation in satisfaction with graffiti management observed by respondent profile.



These services were not included in the 2026 *Governing Melbourne* survey, and so no comparisons have been provided.

There was some measurable variation in satisfaction with graffiti management observed across the municipality, with respondents from Truganina measurably (3pts) and respondents from Laverton North / Williams Landing notably (3pts) more satisfied than the municipal average. By contrast, respondents from Point Cook were measurably (3pts) less satisfied than the municipal average.

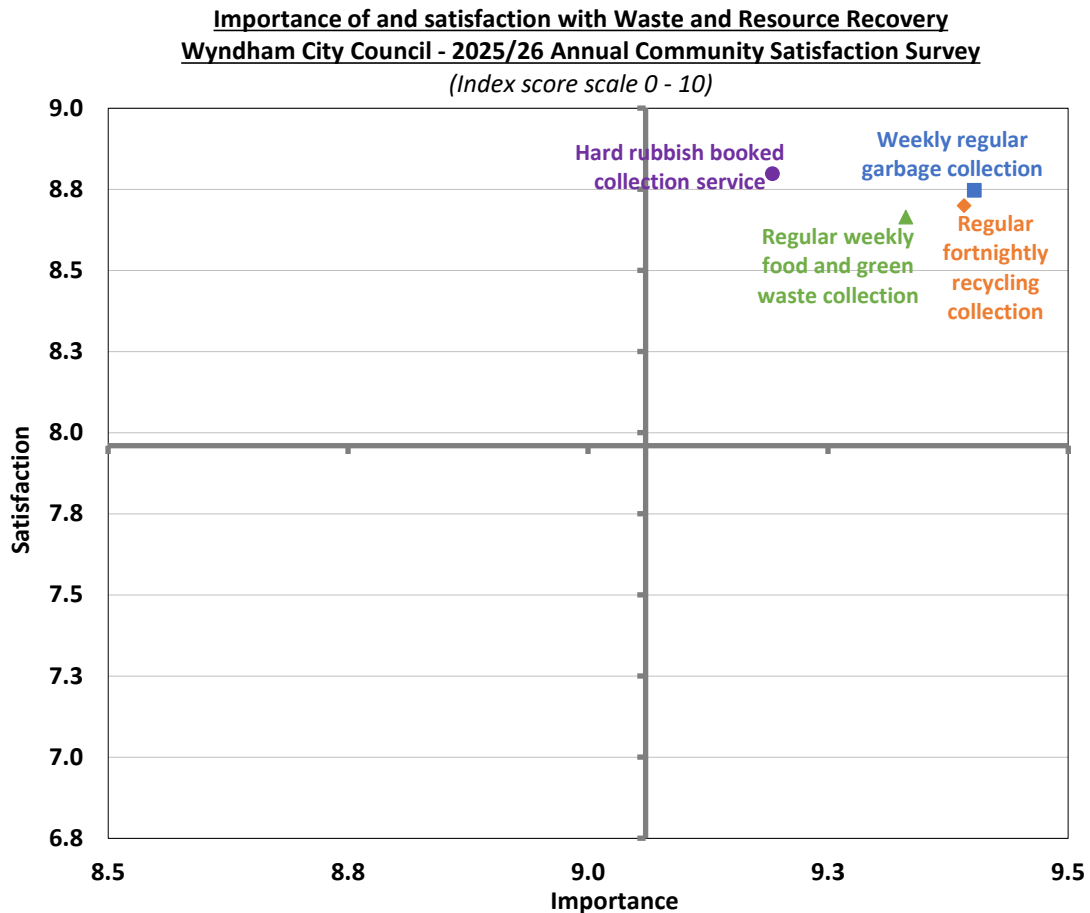


Waste and Resource Recovery

Four services from the Waste and Resource Recovery division were included in the survey this year. These were weekly regular garbage collection, regular fortnightly recycling collection, regular weekly food and green waste collection, and the hard rubbish booked collection service.

All four of these services were among those respondents considered to be most important, and all four recorded higher-than-average satisfaction scores.





Weekly regular garbage collection

The weekly regular garbage collection was the most (1st) important of the 46 included services and facilities, with an average importance of 9.4 out of 10, and one of ten to be measurably more important than the average of all 46 (9.1).

Satisfaction with the weekly garbage collection remained essentially stable this year, up one percentage point to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This was marginally above the long-term average satisfaction since 2013/14 of 8.6 out of 10.

This ranks the weekly garbage collection 2nd in terms of satisfaction this year, and one of nine services and facilities that recorded a satisfaction score which was measurably higher than the average of all 46 (7.9).

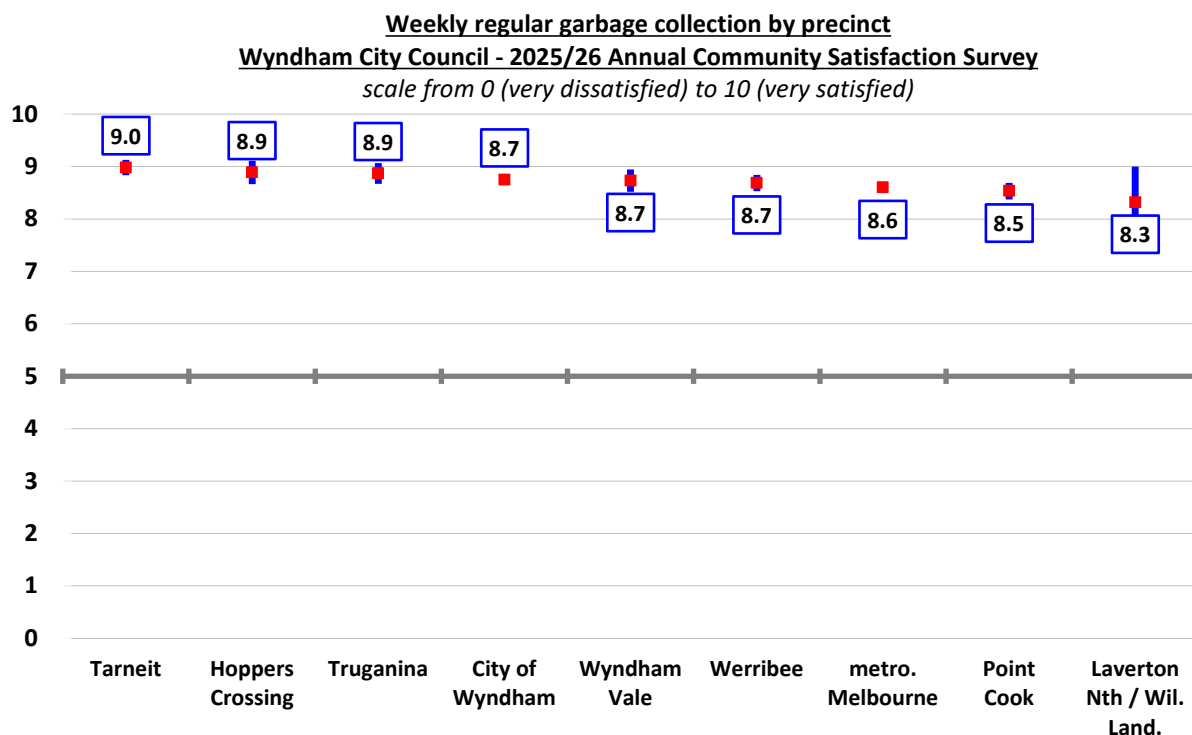
This result comprised 85% “very satisfied” and one percent “dissatisfied” respondents based on a total sample of 1,185 of the 1,200 respondents who provided a satisfaction score.

There was some substantial variation in satisfaction with the weekly garbage collection observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, this result was measurably (one point) higher than the metropolitan average satisfaction with the regular garbage collection of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was some measurable variation in satisfaction with the weekly garbage collection observed across the municipality, respondents from all precincts rated satisfaction at “excellent” levels of well more than eight out of 10.



Regular fortnightly recycling collection

Regular fortnightly recycling collection was the 2nd most important of the 46 included services and facilities, with an average importance of 9.4 out of 10, and one of ten services and facilities to be measurably more important than the average of all 46 (9.1).

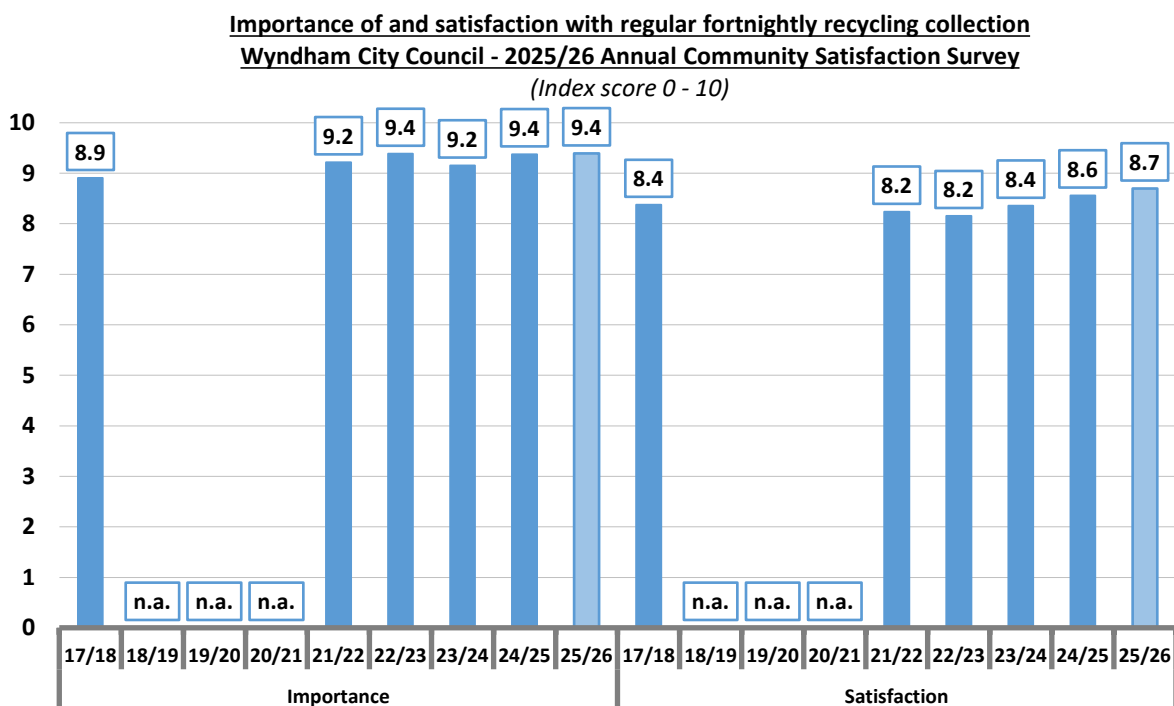
Satisfaction with fortnightly recycling collection remained essentially stable this year, rising one percentage point to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This was notably higher than the long-term average satisfaction since 2013/14 of 8.3 out of 10, and the second consecutive record high result for this service for the City of Wyndham.

This ranks the fortnightly recycling collection 4th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably higher than the average of all 46 (7.9).

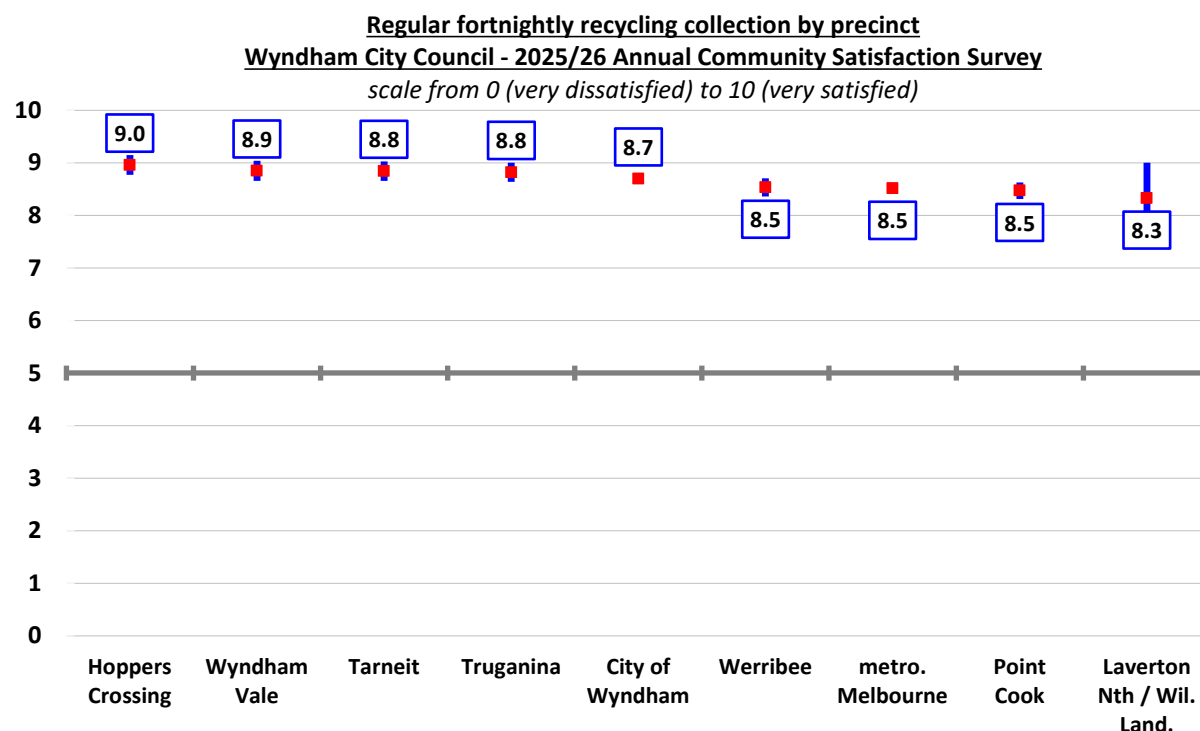
This result comprised 86% “very satisfied” and one percent “dissatisfied” respondents based on a total sample of 1,187 of the 1,200 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with recycling collection observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with regular recycling of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was some measurable variation in satisfaction with the weekly garbage collection observed across the municipality, respondents from all precincts rated satisfaction at “excellent” levels of well more than eight out of 10.



Regular weekly food and green waste collection

Regular weekly food and green waste collection was the 4th most important of the 46 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with food and green waste collection increased somewhat this year, up two percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This was notably higher than the long-term average satisfaction since 2013/14 of 8.3 out of 10, and was the second consecutive record high result for this service for the City of Wyndham.

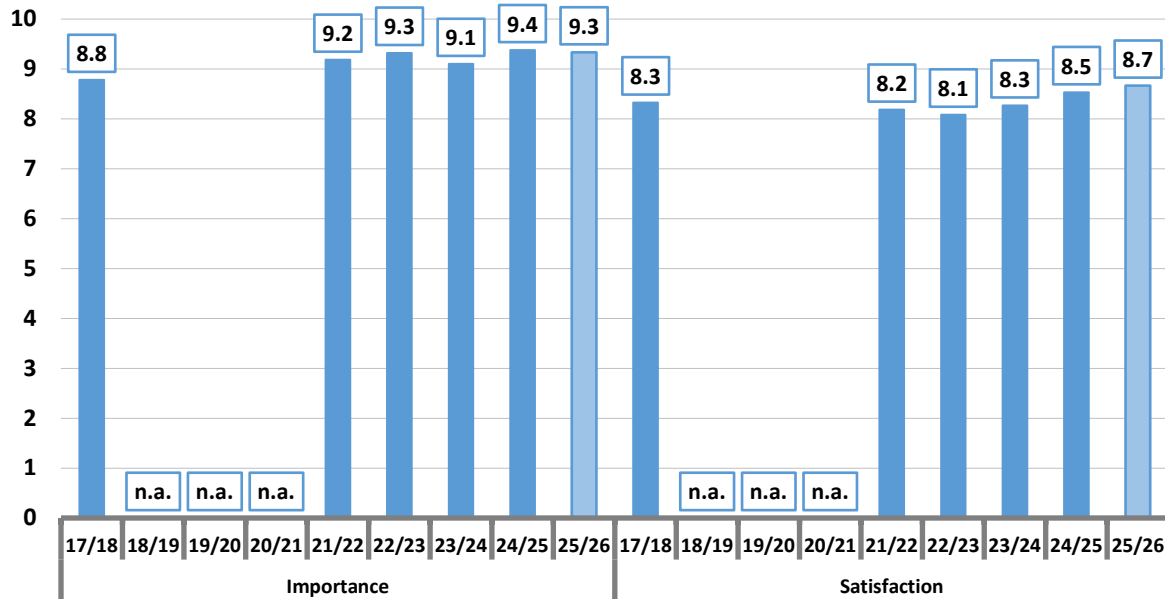
This ranks food and green waste collection 6th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably higher than the average of all 46 (7.9).

This result comprised 86% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 1,146 of the 1,200 respondents from households who had used these services in the last 12 months.

There was no variation in satisfaction observed by respondent profile.



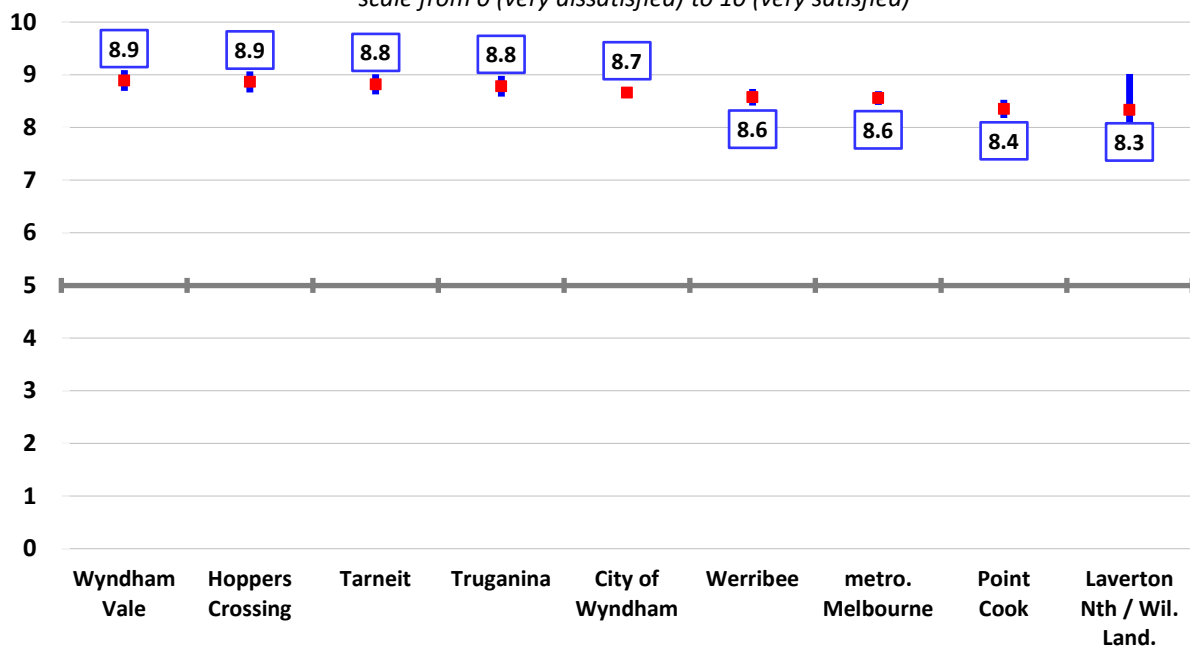
Importance of and satisfaction with regular weekly food and green waste collection
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Index score 0 - 10)



By way of comparison, this result was essentially the same as the metropolitan average satisfaction with “food and green waste collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was some measurable variation in satisfaction with the weekly garbage collection observed across the municipality, respondents from all precincts rated satisfaction at “excellent” levels of well more than eight out of 10.

Regular weekly food and green waste collection by precinct
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Hard rubbish booked collection service

The hard rubbish booked collection service was the 12th most important of the 46 included services and facilities, with an average importance of 9.2 out of 10.

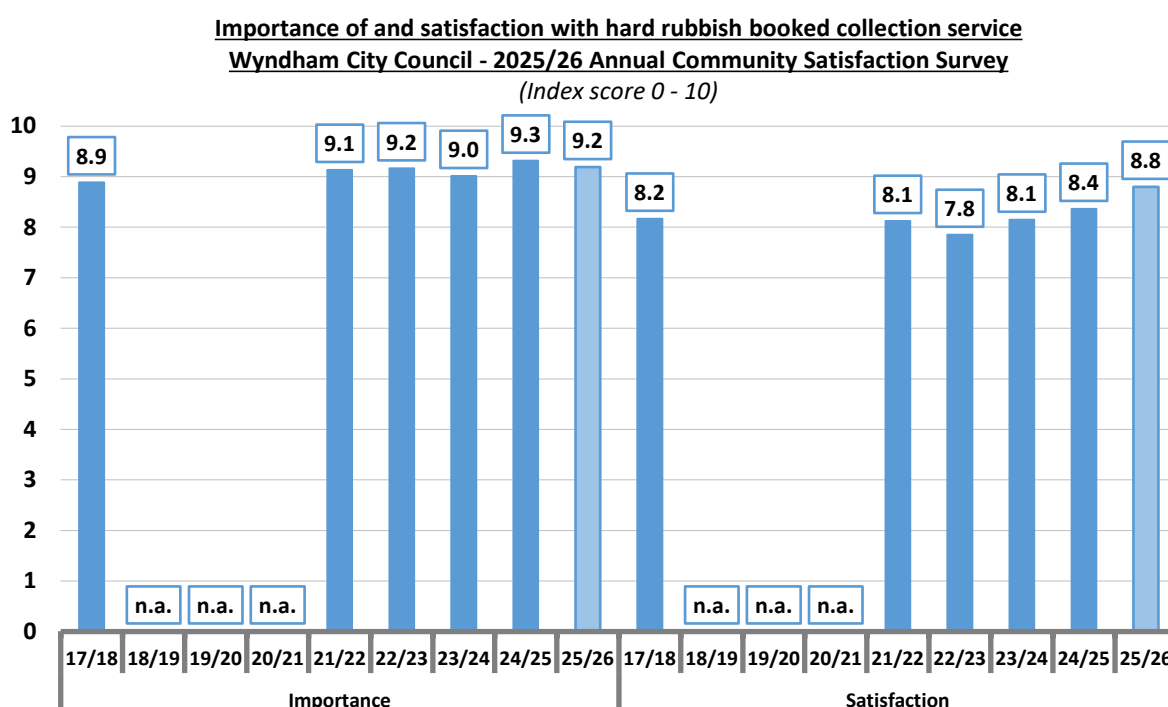
Satisfaction with hard rubbish collection rose notably this year, up four percentage points to 8.8 out of 10, which remains an “excellent” level of satisfaction.

This was notably higher than the long-term average satisfaction since 2013/14 of 8.1 out of 10, and is the highest satisfaction score recorded for this service since its inclusion in the survey.

This ranks hard rubbish collection 1st in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably higher than the average of all 46 included services and facilities (7.9).

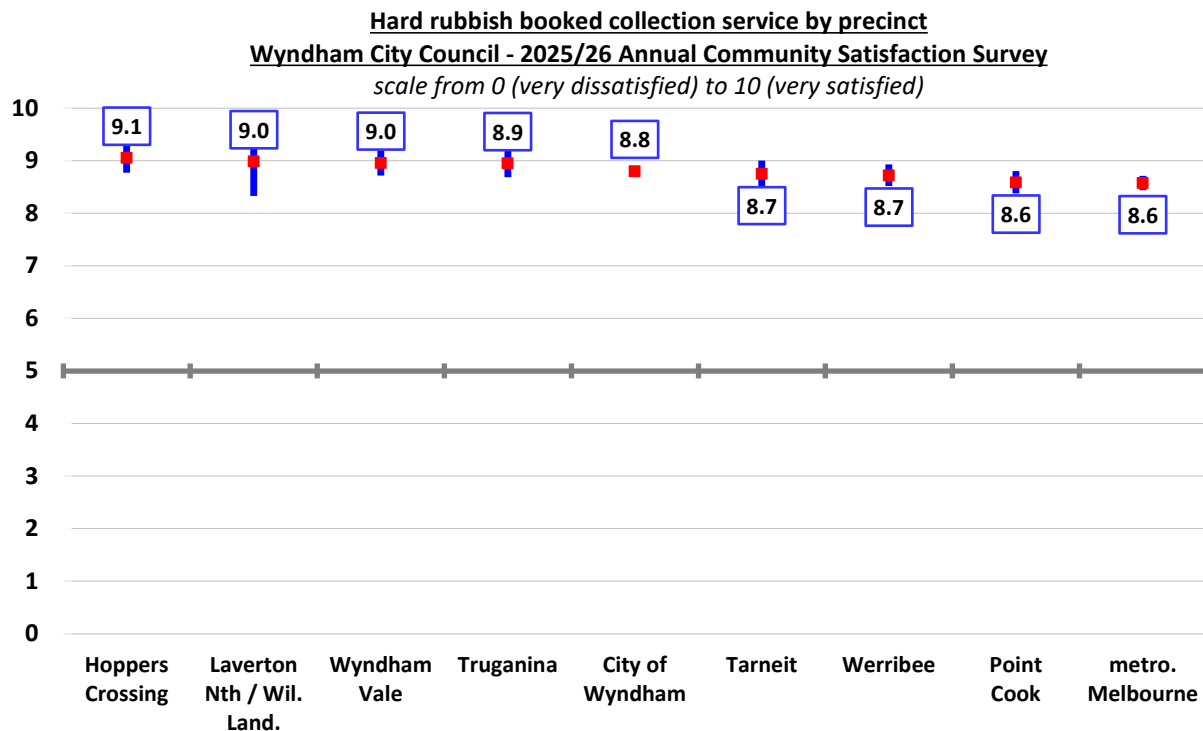
This result comprised 90% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 610 of the 615 (51%) respondents from households who had used this service in the last 12 months.

There was some variation in satisfaction with hard rubbish collection observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.



By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with the “hard rubbish collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with hard rubbish collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



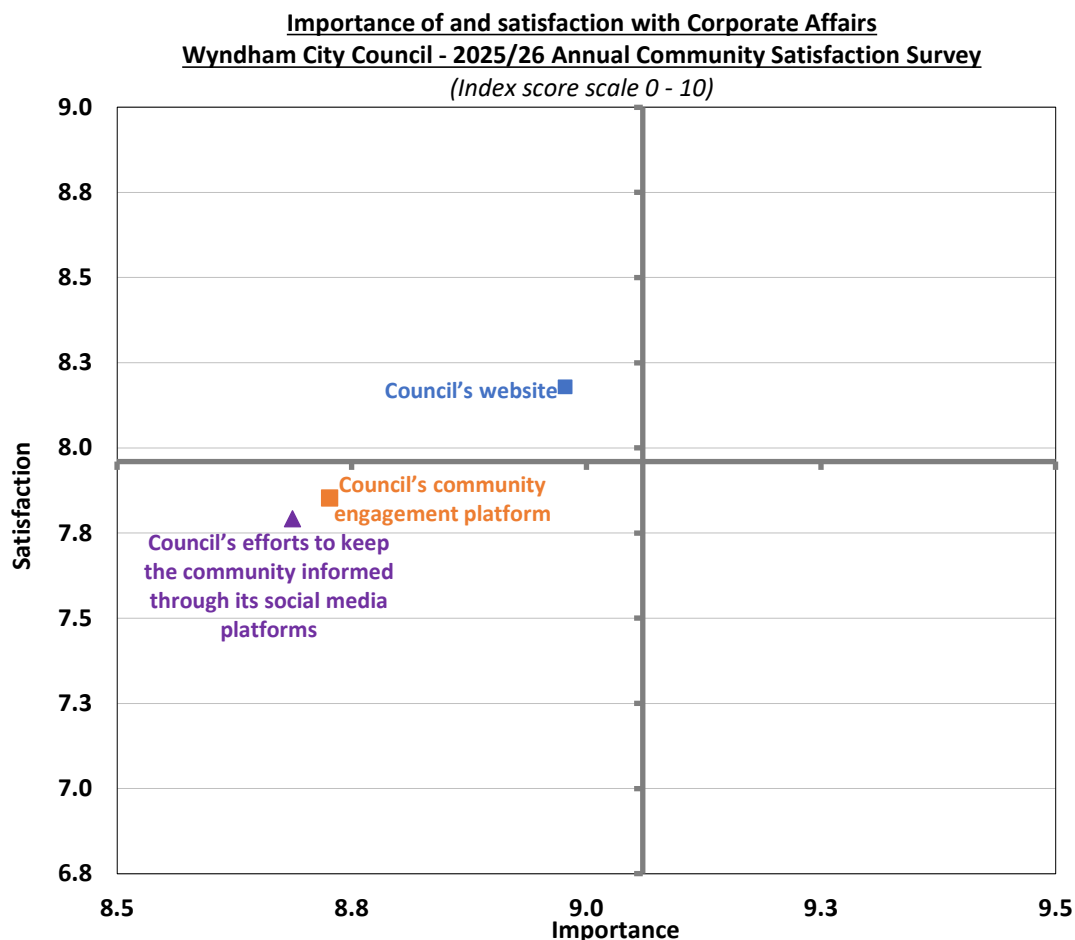
Delivering for the Community

Corporate Affairs

Three services and facilities from the Corporate Affairs division were included in the survey this year. These were Council’s website, Council’s community engagement platform, and Council’s efforts to keep the community informed through its social media platforms.

While Council’s website recorded a satisfaction score which was higher than the average of all 46 services and facilities, the other two were below average satisfaction.

Furthermore, all three services and facilities were less important than average, which is consistent with historical results and results observed elsewhere.



Council's website

Council's website was the 35th most important of the 46 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with Council's website rose notably this year, up six percentage points to 8.2 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

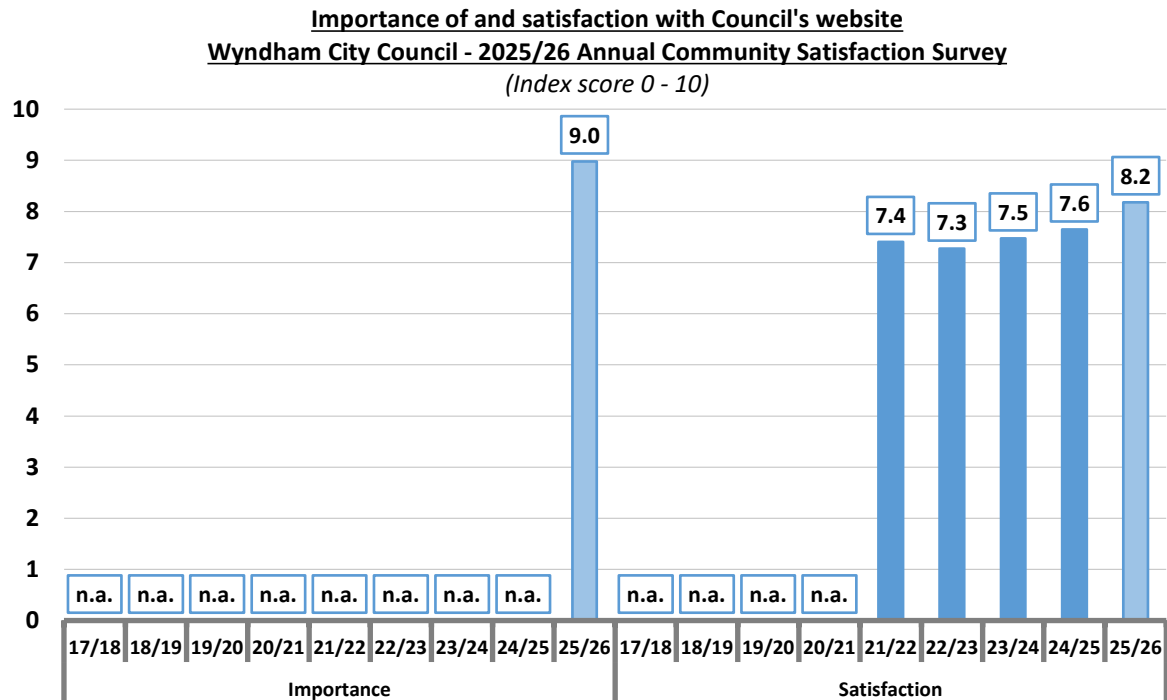
This result places satisfaction with the website notably higher than the long-term average satisfaction since 2021/22 of 7.6 out of 10, or "very good".

This ranks Council's website 12th in terms of satisfaction this year.

This result comprised 77% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 541 of the 565 (47%) respondents from households who had used these facilities in the last 12 months.

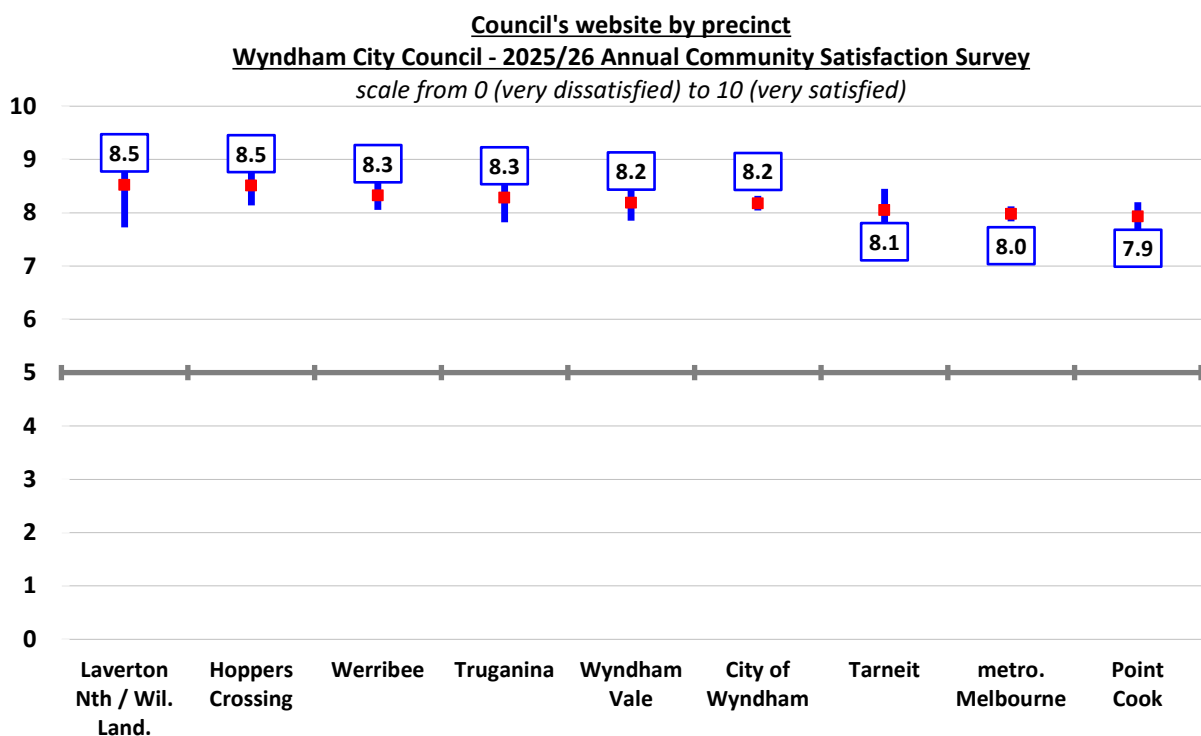
There was some variation in satisfaction with the website observed by respondent profile with senior citizens (aged 75 years and over) notably more satisfied than average.





By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with “Council’s website” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation with the website observed across the municipality, with respondents from all precincts rating satisfaction with the Council website at “excellent” levels.



Council's community engagement platform

Council's community engagement platform was the 44th most important of the 34 included services and facilities, with an average importance of 8.7 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46 (9.1).

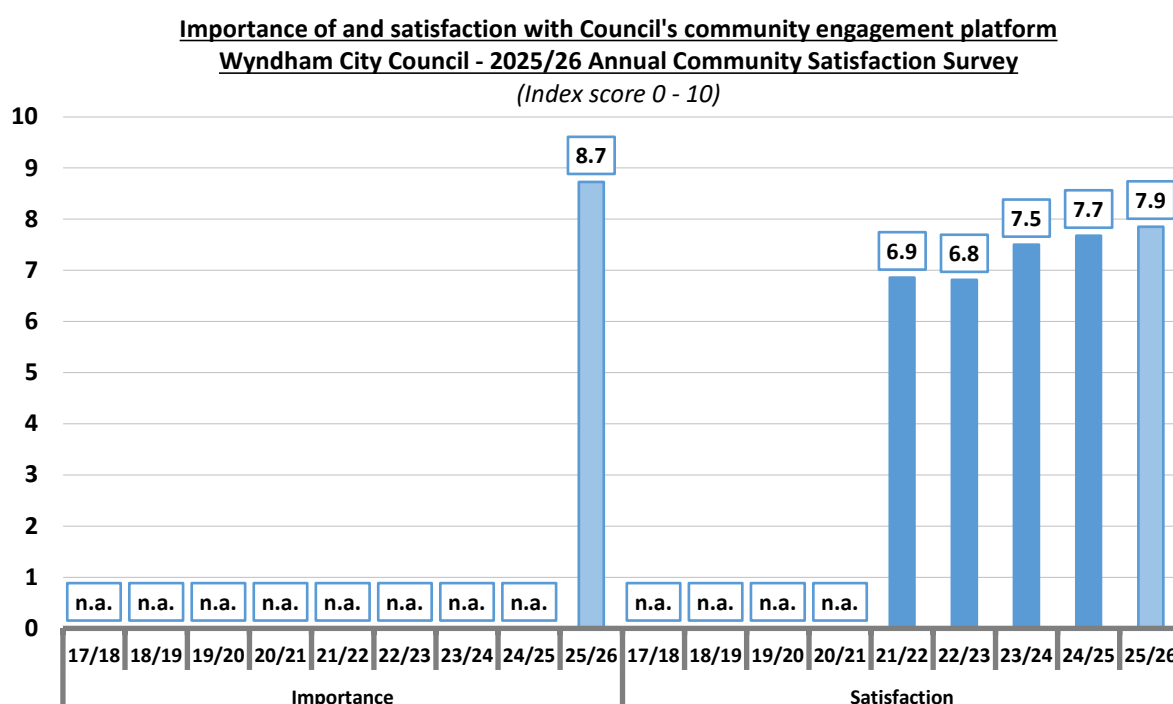
Satisfaction with Council's community engagement platform increased somewhat this year, up two percentage points to 7.9 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2021/22 of 7.3 out of 10, and a record high result for this service.

This ranks Council's community engagement platform 30th in terms of satisfaction this year.

This result comprised 69% "very satisfied" and five percent "dissatisfied" respondents, based on a total sample of 110 of the 126 (11%) respondents from households who had used these facilities in the last 12 months.

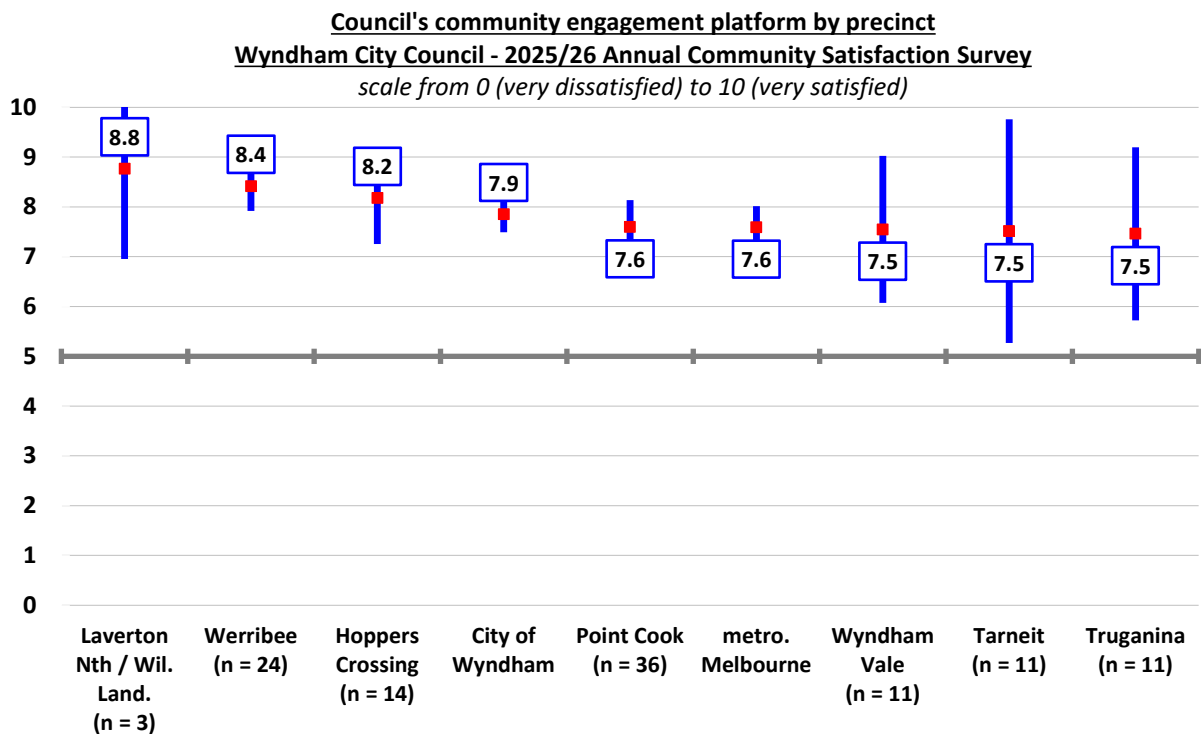
There was some variation in satisfaction with the website observed by respondent profile with senior citizens (aged 75 years and over) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.



By way of comparison, this result was somewhat (3pts) higher than the metropolitan average satisfaction with Council's online community consultation portal of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.



Whilst there was no measurable variation observed across the municipality, attention is drawn to the three respondents from Laverton North / Williams Landing, who were notably (9pts) more satisfied than the municipal.



Council's efforts to keep the community informed through its social media platforms

Council's efforts to keep the community informed through its social media platforms was the 45th most important of the 46 included services and facilities, with an average importance of 8.7 out of 10, and one of eight services and facilities to be measurably less important than the average of all 46.

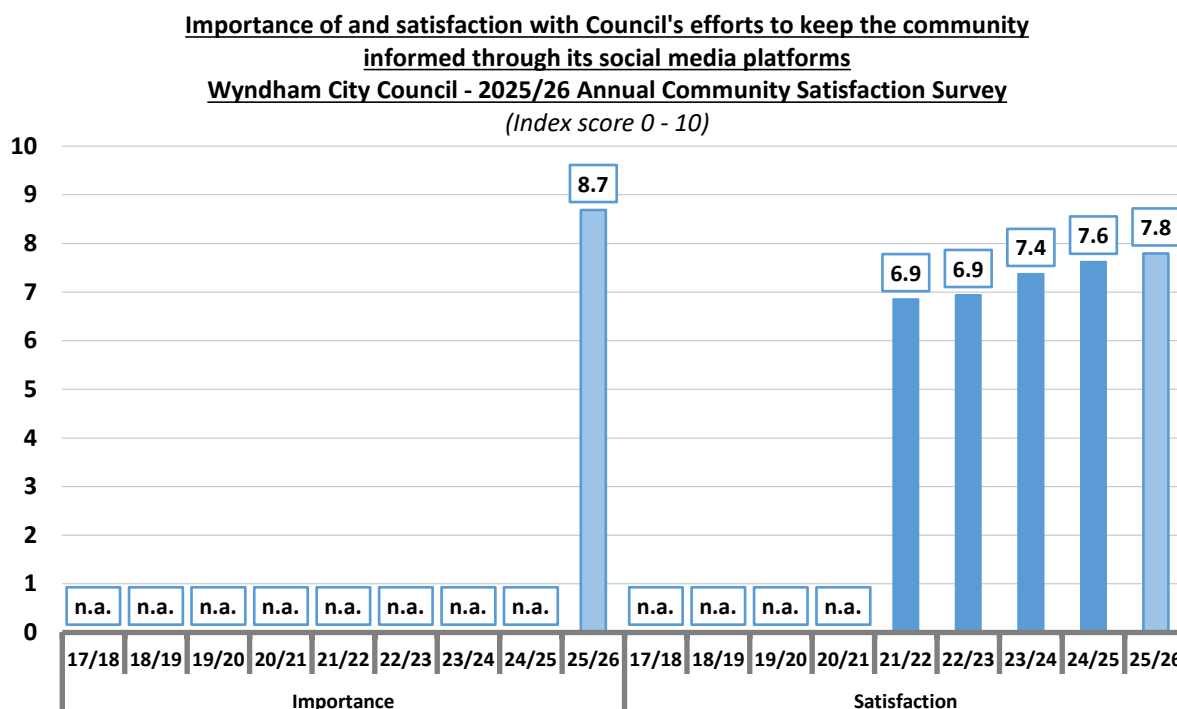
Satisfaction with these services increased somewhat this year, up two percentage points to 7.8 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2021/22 of 7.3 out of 10, and the third consecutive record high result for this new service.

This ranks these services 32nd in terms of satisfaction this year.

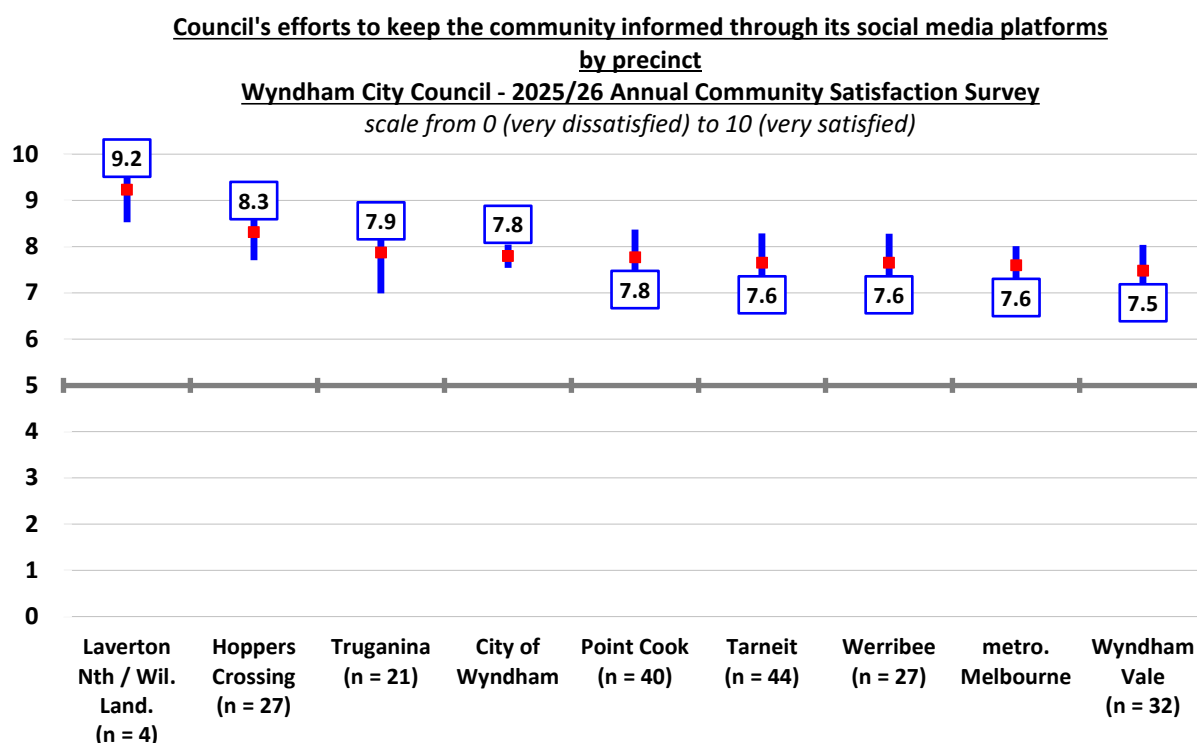
This result comprised 66% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 196 of the 214 (18%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these services observed by respondent profile with senior citizens (aged 75 years and over) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.



By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with Council's online community consultation portal of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation observed across the municipality, with the four respondents from Laverton North / Williams Landing measurably (14pts) more satisfied than average. Care should be exercised when interpreting these results due to the very small sample size.



Issues to address for the City of Wyndham ‘at the moment’

Respondents were asked:

“Can you please list what you consider to be the three most important issues for the City of Wyndham at the moment?”

Respondents were again in 2025/26 asked to identify what they considered to be the top three issues for the City of Wyndham “at the moment”.

This question is considered one of the critical components of the *Annual Community Survey* program, as it provides a meaningful insight into the range of issues that are currently on the mind of the community.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the community’s satisfaction with, and expectations of the local council.

It is important to bear in mind that these responses are not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Wyndham City Council.

Many of the issues raised by respondents are generally considered to be at least partly within the remit of other levels of government.

More than half (63% up from 60%) of respondents provided a total of 1,383 responses, at an average of a little less than two issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and examination of change over time, and other comparisons.

There have traditional been five issues that have been prominent issues to address for the City of Wyndham since the survey was commenced back in 2013/14.

These issues have included traffic management (e.g., commuting times, congestion, related issues), parking (both availability and enforcement), road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues), safety, policing, and crime issues, and parks, gardens, and open space related issues.

These issues were again in 2025/26 prominent in these results.

Importantly, all these issues appear to exert a negative influence on satisfaction with Council’s overall performance, for those respondents who raised the issues.

Further discussion of the relationship between the issues nominated in this section and the respondents’ overall satisfaction with the performance of Council is included in the [relationship between issues and overall satisfaction](#) section of this report.



The most significant issue raised by respondents in 2025/26 related to safety, policing, and crime issues, with 21% of all respondents raising these issues.

This was a significant increase on the eight percent who nominated these issues last year, and the long-term average for safety, policing, and crime issues since 2013/14 of nine percent.

Metropolis Research has observed from 2024 and particularly in 2025, a significant increase in community concern around safety, policing, and crime related issues in many municipalities across metropolitan Melbourne, including some of Wyndham's neighbouring municipalities.

The significant increase in community concern around safety, policing, and crime issues was the stand-out result from the 2025/26 survey and is discussed in more detail in the [perception of safety](#) section of this report.

Metropolis Research also draws attention to a range of issues associated with population growth and accompanying increased demand for infrastructure, services, and facilities to support a growing population.

The impact of population growth on infrastructure is most evident in relation to traffic management as well as roads and roadworks related issues.

Other population growth related issues were also evident in the results including the provision and maintenance of infrastructure, health and medical services including hospitals, education and schools, all nominated by a small number of respondents.

Many of these issues associated with population growth are typically observed in outer growth municipalities, although Metropolis Research notes that these issues (excluding roads and traffic) are less evident in the results this year than they were back in 2022/23, when overall satisfaction was measurably (5%) lower than this year.

It does appear that these issues may have receded in the minds of the local community when considering their views on Council's performance, which is consistent with the significant increase in satisfaction with [planning for population growth by all levels of government](#) that has occurred in the City of Wyndham over the last decade.

Change in results from 2024/25 to 2025/26

There was some significant variation in the top issues to address observed this year compared to last year, as follows:

- **Measurably MORE commonly nominated in 2025/26 than in 2024/25** – included safety, policing, and crime issues (21% up from 8%).
- **Somewhat LESS commonly nominated in 2025/26 than in 2024/25** – there were no issues that recorded a substantial decline in importance this year.



It is noted that traffic management has remained stable in recent years at approximately one-fifth of respondents, from the unusually low result of just 11% recorded early in the pandemic, clearly reflecting increasing traffic volumes as the community moves back towards a new post-COVID norm.

Metropolis Research notes, however, that traffic management, whilst clearly one of the most common issues raised by respondents again this year, remains significantly lower than the 36% of respondents who raised traffic management issues back in 2019/20, in the year prior to the pandemic.

This is an interesting result, posing questions as to the longer-term impact of the pandemic on commuting related issues, and / or the impact of road infrastructure improvements in recent years on reducing congestion and reducing commuting times.

Road maintenance and repairs (including roadworks) related issues declined marginally this year at five percent, again remaining well below the pandemic period results of 14% and 12% and well below the pre-pandemic level of 19%.

These results may well suggest some decline in community concern around road maintenance and repair related issues in the City of Wyndham, at least in part reflecting improvements in road infrastructure in and around the municipality.

Having noted that, it remains the case that respondents who raised both traffic management (6pts lower) particularly road maintenance and repairs (7pts lower) related issues were significantly less satisfied with Council's overall performance than the average of all respondents.

This highlights the continued importance of roads and traffic related issues to community satisfaction with the performance of Wyndham City Council.

Variation in results from the metropolitan Melbourne average

There was some notable variation in the issues nominated in the City of Wyndham compared to the metropolitan Melbourne averages as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the door-to-door interview style methodology.

Most, but not all the variation between the City of Wyndham and the metropolitan Melbourne average was relatively minor, although attention is drawn to the following:

- **Somewhat to notably MORE commonly nominated in the City of Wyndham than metropolitan Melbourne** – included safety, policing and crime issues (21% compared to 9%), and traffic management (21% compared to 11%).
- **Somewhat LESS commonly nominated in the City of Wyndham than metropolitan Melbourne** – included parking (7% compared to 12%), road maintenance and repairs (5% compared to 10%), and street lighting (3% compared to 10%).



Top issues for the City of Wyndham at the moment
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2025/26		24/25	23/24	22/23	21/22	2026 Metro*
	Number	Percent					
Safety, policing and crime	253	21%	8%	6%	6%	6%	9%
Traffic management	248	21%	19%	20%	22%	17%	11%
Parking	84	7%	9%	7%	6%	5%	12%
Provision and maintenance of street trees	62	5%	5%	5%	3%	6%	7%
Road maintenance, repairs, and roadworks	61	5%	7%	8%	14%	12%	10%
Parks, gardens and open space	57	5%	6%	7%	6%	8%	3%
Public transport	42	4%	4%	1%	3%	2%	2%
Street lighting	39	3%	4%	1%	0%	1%	10%
Cleanliness and general maintenance of area	32	3%	3%	3%	4%	3%	3%
Footpath maintenance and repairs	28	2%	3%	3%	2%	3%	3%
Sports and recreation facilities	25	2%	1%	1%	4%	2%	2%
Communication and consultation	24	2%	2%	4%	5%	3%	1%
Illegally dumped rubbish	22	2%	1%	1%	2%	3%	1%
Council rates, fees and charges	19	2%	4%	3%	3%	2%	3%
Public toilets	18	2%	2%	1%	1%	2%	2%
Rubbish and waste issues incl. garbage	18	2%	4%	4%	3%	3%	3%
Building, planning, housing and development	17	1%	1%	2%	3%	4%	5%
Education and schools	16	1%	2%	2%	4%	3%	0%
Population growth	16	1%	0%	0%	2%	0%	0%
Youth activities, services and facilities	15	1%	0%	0%	1%	2%	1%
Financial issues and priorities for council	15	1%	0%	0%	1%	1%	0%
Provision and maintenance of infrastructure	15	1%	1%	2%	4%	3%	1%
Governance and accountability	14	1%	0%	1%	1%	1%	1%
Health and medical services	14	1%	1%	2%	3%	2%	0%
Cost / standard of living	12	1%	0%	1%	0%	0%	1%
Drains maintenance and repairs	12	1%	1%	2%	2%	3%	3%
Animal management	11	1%	3%	2%	1%	2%	1%
Community activities, arts and culture	11	1%	1%	1%	1%	1%	1%
Community facilities provision and maintenance	11	1%	0%	1%	0%	1%	1%
Green waste collection	11	1%	1%	1%	2%	0%	1%
Dog off-leash parks and facilities	10	1%	1%	1%	0%	1%	1%
E-bike issues	9	1%	0%	0%	0%	0%	0%
Nature strip issues	9	1%	3%	2%	2%	2%	1%
Public housing / homeless issues	9	1%	0%	0%	1%	0%	0%
Street cleaning and maintenance	9	1%	1%	1%	1%	1%	3%
Drugs and alcohol issues	8	1%	0%	1%	0%	0%	0%
Elderly services and facilities	8	1%	0%	0%	1%	1%	0%
Retail and hospitality	8	1%	1%	1%	1%	0%	1%
All other issues (32 separately identified)	91	8%	5%	10%	13%	7%	13%
Total responses	1,383		1,339	1,342	1,691	1,411	924
<i>Respondents identifying at least one issue</i>	756 (63%)		722 (60%)	674 (56%)	842 (70%)	727 (60%)	496 (62%)

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some notable variation in the top issues to address nominated by respondents across the seven precincts comprising the City of Wyndham, as follows:

- **Hoppers Crossing** – respondents were notably more likely than average to nominate safety, policing, and crime issues, traffic management, and parking related issues.
- **Point Cook** – respondents were notably more likely than average to nominate safety, policing, and crime related issues.
- **Werribee** – respondents were notably more likely than average to nominate traffic management related issues.
- **Laverton North / Williams Landing** – respondents were notably more likely than average to nominate road maintenance and repairs, drains, cleanliness and general maintenance of the local area, and street tree related issues.

Top three issues for the City of Wyndham at the moment by precinct
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Hoppers Crossing		Point Cook	
Safety, policing and crime	29%	Safety, policing and crime	25%
Traffic management	26%	Traffic management	15%
Parking	10%	Parking	6%
Footpath maintenance and repairs	5%	Provision and maintenance of street trees	5%
Road maintenance, repairs, roadworks	5%	Parks, gardens and open space	5%
Illegally dumped rubbish	5%	Public transport	5%
Public transport	4%	Sports and recreation facilities	5%
Communication and consultation	3%	Cleanliness / general maintenance of area	4%
Building, planning, housing, development	3%	Council rates, fees and charges	3%
Elderly services and facilities	3%	Education and schools	3%
All other issues	47%	All other issues	37%
Respondents identifying an issue	105 (69%)	Respondents identifying an issue	168 (63%)

Tarneit		Truganina	
Traffic management	23%	Traffic management	15%
Safety, policing and crime	20%	Safety, policing and crime	13%
Parking	8%	Street lighting	13%
Road maintenance, repairs, roadworks	7%	Parks, gardens and open space	5%
Provision and maintenance of street trees	6%	Provision and maintenance of street trees	5%
Parks, gardens and open space	5%	Road maintenance, repairs, roadworks	4%
Public transport	5%	Illegally dumped rubbish	4%
Health and medical services	3%	Financial issues and priorities for Council	3%
Community activities, arts and culture	3%	Street cleaning and maintenance	3%
Sports and recreation facilities	3%	Parking	2%
All other issues	39%	All other issues	30%
Respondents identifying an issue	135 (59%)	Respondents identifying an issue	77 (57%)

Top three issues for the City of Wyndham at the moment by precinct
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Werribee	
Traffic management	24%
Safety, policing and crime	21%
Road maintenance, repairs, roadworks	7%
Parking	7%
Parks, gardens and open space	6%
Provision and maintenance of street trees	6%
Communication and consultation	4%
Rubbish and waste issues inc garbage	4%
Street lighting	3%
Youth activities, services, facilities	3%
All other issues	35%
Respondents identifying an issue	154 (67%)

Wyndham Vale	
Traffic management	23%
Safety, policing and crime	19%
Parking	8%
Public transport	5%
Provision and maintenance of street trees	4%
Roads maintenance and repairs	3%
Education and schools	3%
Parks, gardens and open space	3%
Animal management	3%
Cleanliness / general maintenance of area	2%
All other issues	28%
Respondents identifying an issue	88 (58%)

Laverton North / Williams Landing	
Roads maintenance and repairs	14%
Drains maintenance and repairs	11%
Cleanliness / general maintenance of area	11%
Provision and maintenance of street trees	11%
Traffic management	11%
Parks, gardens and open space	5%
Parking	5%
Public transport	5%
Footpath maintenance and repairs	5%
Safety, policing and crime	5%
All other issues	49%
Respondents identifying an issue	29 (80%)

City of Wyndham	
Safety, policing and crime	21%
Traffic management	21%
Parking	7%
Provision and maintenance of street trees	5%
Road maintenance, repairs, roadworks	5%
Parks, gardens and open space	5%
Public transport	4%
Street lighting	3%
Cleanliness /general maintenance of area	3%
Footpath maintenance and repairs	2%
All other issues	40%
Respondents identifying an issue	756 (63%)

Western region Councils	
Lighting	12%
Parking	11%
Traffic management	11%
Safety, policing and crime	10%
Provision and maintenance of street trees	5%
Road maintenance and repairs	4%
Building, planning, housing, development	3%
Parks, gardens and open spaces	2%
Cleanliness and maintenance of area	2%
Rubbish and waste issues incl. garbage	2%
All other issues	19%
Respondents identifying an issue	66 (46%)

Growth area Councils	
Road maintenance and repairs	11%
Traffic management	8%
Parking	7%
Safety, policing and crime	7%
Lighting	7%
Provision and maintenance of street trees	6%
Parks, gardens and open spaces	3%
Cost of living	3%
Cleanliness and maintenance of area	3%
Rubbish and waste issues incl. garbage	3%
All other issues	23%
Respondents identifying an issue	85 (48%)



Issues by respondent profile

There was some minor variation in the top issues to address nominated by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate safety, policing, and crime related issues.
- ***Older adults (aged 55 to 74 years)*** – respondents were notably more likely than average to nominate traffic management, and street tree related issues, and somewhat more likely to nominate road maintenance and repairs, street trees, and communication and consultation.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate street trees, community support, and elderly support issues.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate traffic management, and road maintenance and repair related issues.
- ***Female*** – respondents were somewhat more likely than male respondents to nominate safety, policing, and crime related issues.
- ***Multilingual household*** – respondents were notably more likely than respondents from English speaking households to nominate safety, policing, and crime related issues, and somewhat more likely to nominate parks, gardens, and open space related issues.



Top three issues for the City of Wyndham at the moment by respondent profile

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Traffic management	23%	Safety, policing and crime	22%
Safety, policing and crime	20%	Traffic management	19%
Parking	7%	Parking	7%
Road maintenance, repairs, roadworks	7%	Provision and maintenance of street trees	6%
Provision and maintenance of street trees	5%	Parks, gardens and open space	5%
Parks, gardens and open space	4%	Roads maintenance and repairs	4%
Public transport	4%	Cleanliness / general maintenance of area	3%
Street lighting	4%	Street lighting	3%
Sports and recreation facilities	3%	Public transport	3%
Cleanliness / general maintenance of area	2%	Illegally dumped rubbish	3%
All other issues	39%	All other issues	41%
Respondents identifying an issue	380 (64%)	Respondents identifying an issue	373 (62%)

English speaking		Multi-lingual	
Traffic management	20%	Safety, policing and crime	26%
Safety, policing and crime	16%	Traffic management	22%
Parking	6%	Parking	8%
Road maintenance, repairs, roadworks	6%	Parks, gardens and open space	6%
Provision and maintenance of street trees	6%	Provision and maintenance of street trees	5%
Communication and consultation	3%	Public transport	5%
Parks, gardens and open space	3%	Roads maintenance and repairs	4%
Footpath maintenance and repairs	2%	Street lighting	4%
Illegally dumped rubbish	2%	Cleanliness / general maintenance of area	4%
Public transport	2%	Sports and recreation facilities	3%
All other issues	40%	All other issues	38%
Respondents identifying an issue	331 (61%)	Respondents identifying an issue	422 (64%)

Top three issues for the City of Wyndham at the moment by respondent profile**Wyndham City Council - 2025/26 Annual Community Satisfaction Survey***(Number and percent of total respondents)*

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Safety, policing and crime	25%	Safety, policing and crime	20%
Traffic management	18%	Traffic management	19%
Parks, gardens & open space	6%	Parking	7%
Parking	6%	Public transport	5%
Roads maintenance and repairs	4%	Parks, gardens and open space	4%
Public transport	4%	Provision and maintenance of street trees	4%
Cleanliness / general maintenance of area	3%	Road maintenance, repairs, roadworks	4%
Street lighting	3%	Street lighting	3%
Sports and recreation facilities	3%	Communication and consultation	2%
Footpath maintenance and repairs	2%	Council rates, fees and charges	2%
All other issues	30%	All other issues	37%
Respondents identifying an issue	271 (60%)	Respondents identifying an issue	169 (60%)
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Traffic management	20%	Traffic management	30%
Safety, policing and crime	17%	Safety, policing and crime	19%
Parking	8%	Provision and maintenance of street trees	12%
Provision and maintenance of street trees	7%	Parking	9%
Road maintenance, repairs, roadworks	6%	Road maintenance, repairs, roadworks	8%
Street lighting	5%	Communication and consultation	5%
Cleanliness / general maintenance of area	5%	Illegally dumped rubbish	4%
Building, planning, housing, development	4%	Parks, gardens and open space	4%
Parks, gardens and open space	3%	Footpath maintenance and repairs	4%
Sports and recreation facilities	3%	Street lighting	3%
All other issues	44%	All other issues	49%
Respondents identifying an issue	120 (61%)	Respondents identifying an issue	167 (76%)
Senior citizens (75 years and over)		City of Wyndham	
Traffic management	22%	Safety, policing and crime	21%
Safety, policing and crime	16%	Traffic management	21%
Provision and maintenance of street trees	11%	Parking	7%
Road maintenance, repairs, roadworks	7%	Provision and maintenance of street trees	5%
Community support	4%	Road maintenance, repairs, roadworks	5%
Elderly services and facilities	2%	Parks, gardens and open space	5%
Parks, gardens and open space	2%	Public transport	4%
Parking	2%	Street lighting	3%
Drains maintenance and repairs	2%	Cleanliness / general maintenance of area	3%
Communication and consultation	2%	Footpath maintenance and repairs	2%
All other issues	24%	All other issues	40%
Respondents identifying an issue	28 (64%)	Respondents identifying an issue	756 (63%)



Municipal comparison

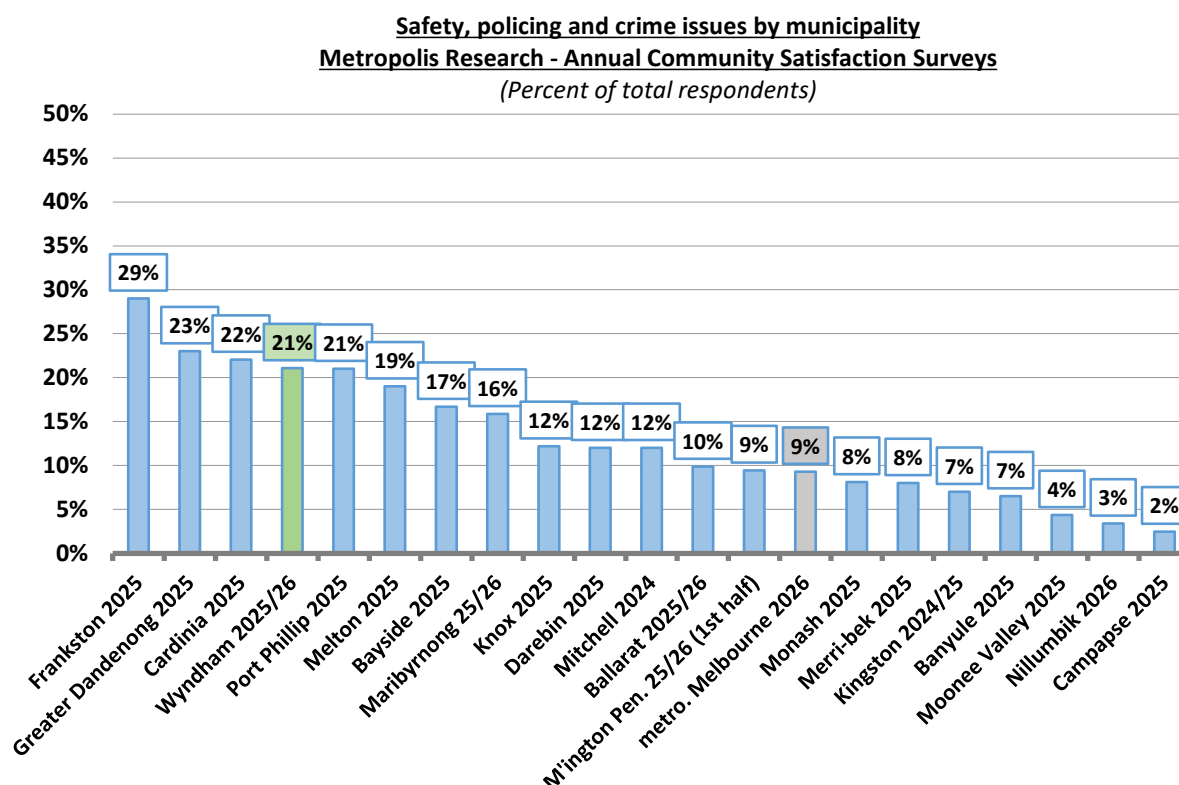
The following section provides municipal comparisons of the proportion of respondents who nominated safety, policing and crime issues, and traffic management related issues, against the other municipalities for which Metropolis Research has conducted the Community Satisfaction Survey program.

Safety, policing, and crime issues

The significant increase in the Wyndham community concern around safety, policing, and crime issues (specifically crime and break-ins) was in line with increases observed in several other municipalities.

This result was identical to the 2025 Port Phillip result, and similar to that recorded in Greater Dandenong, Cardinia, and Melton.

Metropolis Research has observed that the range of safety, policing, and crime related issues prominent in each municipality differed somewhat, with some municipalities recording a focus on drugs and alcohol, some focused more on anti-social behaviour and concerns around various types of people, and some more focused on crime and break-ins.



Traffic management related issues

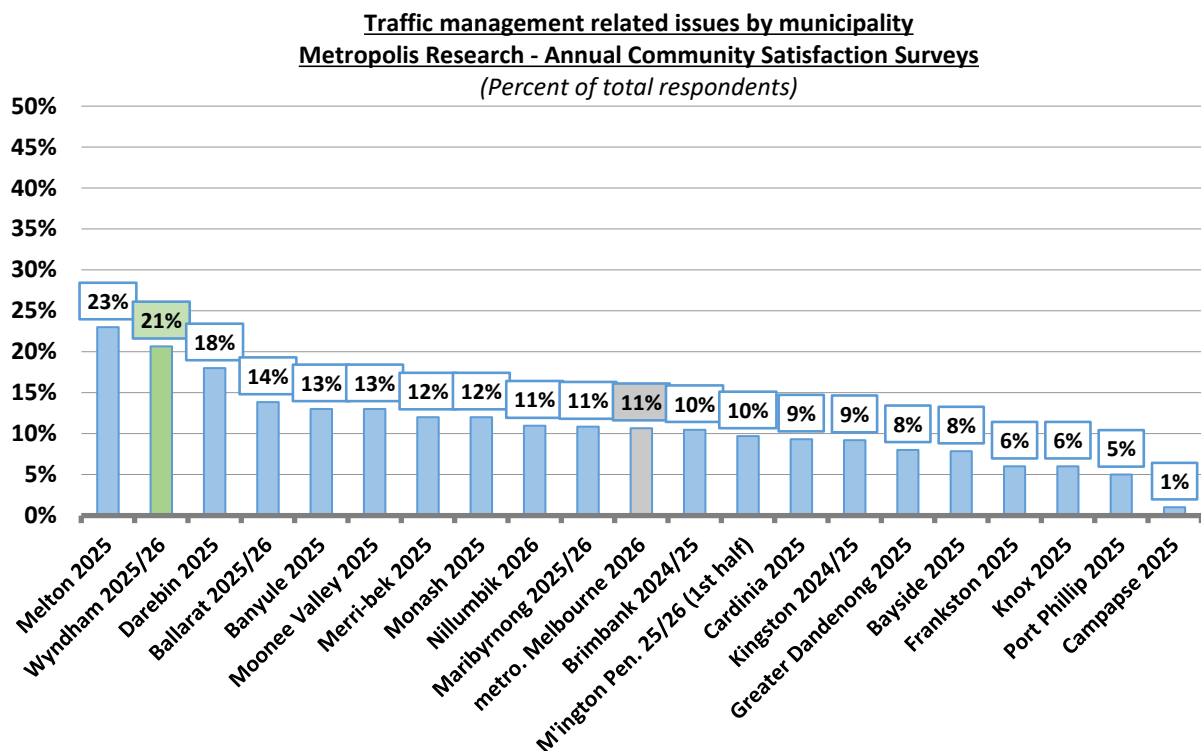
The level of community concern around traffic management related issues, including congestion and commuting times was significant in the City of Wyndham.

It is interesting to note that the two municipalities recording the highest level of community concern around traffic management were outer western growth area municipalities.

Metropolis Research does note, however, that community concern around traffic management related issues has diminished significantly over the last decade for the City of Wyndham.

Traffic management issues have diminished from a high of 49% back in 2014/15 to 21% this year, with just 11% nominating the issue during the height of the pandemic in 2021/22.

The long-term average result for traffic management related issues for the City of Wyndham was 29%, measurably higher than this 2025/26 result.



Verbatim comments

The following section provides the verbatim comments that were categorised as safety, policing and crime issues, as well as the traffic management related issues.

These have been included to provide additional insight into the detailed issues underpinning safety, policing, and crime, along with traffic management related issues in the City of Wyndham.

Safety, policing, and crime issues

There were 356 separately categorised issues raised that were categorised into safety, policing, and crime issues, as outlined in the following table.

The breakdown of these issues into sub-groups was as follows:

• General safety and security concerns	70 comments
• Crime related issues / experiences	66 comments
• Problems with specific areas	63 comments
• Incidents / thefts / break-ins	60 comments
• Perceived lack of police presence	28 comments
• Issues with various types of people	25 comments
• Violence and anti-social behaviour	17 comments
• Perception of safety at night and lighting	6 comments
• Drugs and alcohol	5 comments
• Safety on / around public transport	3 comments
• Being female	2 comments
• Other comments	11 comments

Metropolis Research notes the relatively small proportion of responses that were directly related to drugs and alcohol, and the focus of many comments around broader safety and crime related issues.

Over the last few years across metropolitan Melbourne, Metropolis Research has noticed that the range of safety, policing, and crime related issues has varied significantly in various regions of metropolitan Melbourne.

Issues regarding "safety, policing and crime"

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>General safety and security concerns</i>	
Better safety / security of residents	18
Safety is a major concern / issue	18
Council needs to improve community / public safety	8
People should be feeling safe in their house	5
Please work on child / teenager safety	3
Security in general area	3



Council needs to bring back the sense of security among the residents here by installing security cameras and doing more police patrolling	2
Not safe	2
We have been hearing regarding so many things about safety issues	2
I do not feel safe taking my kids to the plaza at 4 o'clock in the afternoon	1
I hear crime issues, but this area is peaceful	1
In general people are scared somebody might rob them	1
It has nothing to do with the Council, but security is becoming a concern for residents in Point Cook because of the amount of home invasions and breakings happening	1
Not safe on streets	1
People should be feeling safe in the parks	1
Public safety is pretty bad in our area, and we feel less safe to walk out on our own for anything	1
Security around the neighbourhood is very important these days sense of safety is missing from community	1
Security of homes in the area, we do not feel safe leaving our home without people in it to watch it	1
Total	70

Crime

Crime rates are high / going up	22
Crime is a major concern / issue	15
Crime as heard on the news / television	5
Teenage / youth crime levels are rising / getting worse	5
Council needs to take an action and solve the issue of crime and safety	2
Crime should be addressed / focused on	2
Crime - At school, my daughter had issues with certain people but reacting creates more trouble. They are always the Werribee plaza.	1
Crime - there is police helicopter flying over which raises concerns	1
Crime as heard on news about break-ins and theft makes us feel very unsafe especially at night around Tarneit areas	1
Crime in general because my son said someone in his school got robbed yesterday	1
Crime in parks	1
Crime in Wyndham Vale	1
Crime in Wyndham Vale Plaza	1
Crime is increasing but police do a make do job	1
Crime is scary with all the hooligans	1
Crime like car jackings have gone up lots and we need more security	1
Crime reduction	1
Personal property crime	1
Petty crimes	1
Teenagers and gangs rampant in the area	1
There are a lot of crimes in the area, and the worst suburb in Victoria	1
Total	66



<i>Problems with specific locations</i>	
Crime in Werribee	3
Amount of carjacking that has been happening in Truganina has become a major concern for myself	2
Crime is increasing in Point Cook and there are more incidents in news	2
Tarneit crime is high	2
Youth crime robbery and theft in Tarneit	2
Alamanda school kids getting harassed child safety	1
Number of break-ins that has been happening in Tarneit has become a major concern for myself	1
Number of break-ins that has been happening in Truganina has become a major concern for myself	1
Amount of carjacking that has been happening in Tarneit has become a major concern for myself	1
Amount of home invasions and break-ins that has been happening in Tarneit has become a major concern for myself	1
Amount of home invasions and break-ins that has been happening in Truganina has become a major concern for myself	1
Break-ins in Werribee	1
Burglaries are becoming more common. We have had 3 incidents on Chartwell Ave itself	1
Burglary in Point Cook	1
Carjacking incidents in Point Cook	1
Carjacking on Wickford Rd	1
Car stolen from neighbours in Fitzherbert St	1
Controlling crime rates in Point Cook area	1
Controlling theft in Point Cook areas	1
Crime at Hoppers Crossing	1
Crime at Morris Rd, Tarneit	1
Crime at Sayers Rd Tarneit	1
Crime causing cars and trailers to stop working in the plaza	1
Crime in Tarneit Shopping Centre	1
Crime in Western Tarneit	1
Crime rate is high in Wyndham Vale	1
Frequent burglaries in Werribee	1
Friend was robbed for his wallet at Hoppers Station	1
Harpley has thefts	1
House broken into on Marcus Ct	1
How youth are managed in shopping centres and plaza	1
I have been hearing a lot of bullying around Manor Lakes	1
I have been hearing a lot of home invasion around Manor Lakes	1
I have been hearing a lot of theft around Manor Lakes	1
Improving safety and security in whole Point Cook	1
Increase of crime in Wyndham	1
Knife crimes near Wyndham station	1
Makes me scared to let kids play in the local park. We even found a few syringes left in the corner of Saxby St	1
More police patrolling needed around the Manor Lakes people running with bikes without licence plates	1
More police patrolling around the area and more surveillance public places	1
More policing needed at night in whole of Wyndham	1
More safety should be provided in Tarneit	1



More than security around Werribee Station needed	1
Notorious groups near the Alamanda School	1
Point Cook has thefts	1
Rise in youth crime robbery on Stockland	1
Rowdy people in Tarneit Shopping Centre playing loud music	1
Safety is bad in general around in Wyndham	1
Safety is not good around Manor Lakes	1
Safety issues like burglary near Wyndham Vale Primary School	1
Safety issues like theft all over Wyndham	1
Safety of resident due to the rise in crime and theft in Wyndham	1
Stealing incidents in neighbourhood Ribblesdale Ave	1
Stolen car on Federation Trail	1
We need more police patrolling around Manor Lakes	1
Youth crime at Hoppers Crossing and Williams Landing station	1
Youth crime robbery and theft in Wyndham Vale	1
Total	63

Incidents / thefts / break-ins

Thefts / burglaries / robberies	14
Car theft / car jacking	8
Home invasions / break-ins	7
Have been hearing / more news about robberies and thefts	5
Robbery in the locality / suburbs	5
Cars stolen	4
Have been hearing about car thefts	3
A lot of people have been coming up to our driveway trying to unlock our car. This has become very common in this part of the area so I would say more police patrolling would help	1
Bicycles stolen from train stations	1
Couple of months back once I left my home few people waited for me in front of my house. Maybe they tried to break in	1
Crime rate increase and random visit by people at 3 am	1
Crime rates increase with packages being stolen	1
Frequent car jackings around this area which is concerning especially when it happened 2 streets away from us	1
General safety of personal items and things being broken into	1
Hearing more news about stabbing	1
Incidents such as car theft or burglary because I often see camera footage released to the news on Instagram of home break-ins by young people which is very scary	1
My house was robbed a couple of years back when I was on a holiday (Larapinta Ent)	1
Shop break-ins happen often	1
The next-door neighbour has been burgled; they opened the car door and took something from car	1
There are so many robberies all around, the Council really needs to do something about it	1
They started stealing things from the door	1
Total	60



<i>Lack of police presence</i>	
Need more / better / proactive police enforcement	3
Crime prevention, since we have not got enough police here. You call and they do not really answer	2
I think there should be more security patrols around the neighbourhood, and in all of the areas not just some	2
The neighbourhood watch should be initiated in this neighbourhood	2
Cops take too long to respond to accidents	1
Council providing police patrolling at nighttime would be really good as I have seen few people trying to unlock my car	1
Council should be installing more CCTV than trying to get people look after each other because safety is the biggest concern for Victoria right now	1
Enforcement of safety issue would be great	1
Giving out help does not happen based on priority. Wyndham Vale crime is higher, yet Truganina gets more help	1
I heard they are paying for security in other suburbs so would be good to get that in our area	1
Need more officers on duty. Presence needs to be seen to reduce crime	1
Need more police presence in nighttime for bike riders	1
No facility to be secure	1
Police do not do anything when there is a burglary case in someone's house, I have heard it from many people	1
Police do not listen unless it is life threatening	1
Police not that great - had accidents report to the police but no response	1
Police patrolling around the area during day and nighttime	1
Police patrolling would be a really good idea as I have in my neighbour have noticed a lot of people roaming in the area checking the cars during nighttime	1
Recent night patrolling is good making us feel safe	1
Reduction of law enforcement units in the area	1
Require cameras	1
Security and patrols in all areas are required due to increasing crime in the area	1
The police need more support, just three or four cars, not enough patrol	1
Total	28

<i>Issues with people</i>	
Youth crime	13
Youth violence	4
House safety issues	1
Safety issues because of local teenagers and gangs	1
Shady youth in buses	1
Threats by teenagers and gang activities on Alamanda roundabout	1
Youth crime, not addressed	1
Youth crimes and hooligans in the area	1
Youth crimes, banging on doors	1
Youth gangs are a major concern	1
Total	25



Violence and anti-social behaviour

Crime such as stabbing	2
Increasing gang violence	2
Few weeks back we had people were breaking bottles on the creek	1
Friend's brother-in-law was killed with machetes	1
Graffiti	1
Heard of stabbing on the news	1
Knife crimes by youngsters	1
Main thing is knife crime; every day I see some new incident on the news	1
Other day, someone showed big knife on bus	1
Violence	1
Violent crimes by drunk people on streets	1
Youth knife fighting at Plaza	1
Youth knife fighting at the train stations	1
Youth loitering at Plaza	1
Youth loitering at the train stations	1
Total	17

Perception of safety at night and lighting

I feel unsafe in public places / walking at night	2
Not safe at night	1
Safety at night, catching a train, not the best area	1
Street lighting needs to be improved as well	1
The area is scary at night	1
Total	6

Drugs and alcohol

Heard of junkies on the news	1
Lots of junkies around outside	1
Number of drug addicts in public places have increased every year	1
Youth using drugs at Plaza	1
Youth using drugs at the train stations	1
Total	5

Safety on / around public transport

Anti-social behaviour concerns at night at station and bus interchange area	1
My son could not go to college many times because of these people, while traveling on public transport especially while getting on the train in peak hours like office hours, people rush, they push him without any manners, it is the worst place. They do not manage people well; he had to come back at times	1
Young children on public transport behave not good	1
Total	3



<i>Being female</i>	
Someone followed my daughter after school	1
Unsafe feeling, and I do not allow my daughter to walk around here alone	1
Total	2
<i>Other comments n.e.i</i>	
Burnouts	1
Full mask bikers, they are driving noisy	1
Safety issue on roads	1
Lack of infrastructure	2
Any motion that is put by Councillors are not considered	1
Climate, Council need to take an action and solve it	1
Emergency services more required	1
Parking near Alamanda, with so many kids around	1
Proper prevention measures need to be taken	1
Streets are too quiet	1
Total	11
Total responses	356

Traffic management

There were 168 separately categorised issues along with 124 locations of concern raised that were categorised into traffic management related issues, as outlined in the following table.

The breakdown of these issues into sub-groups was as follows:

- Traffic congestion 61 responses
- Traffic management 55 responses
- Wider / better roads 14 responses
- Speeding / 'hooning' 13 responses
- More roads / better connection 12 responses
- Crossings / lights 6 responses
- Road safety 5 responses
- Other issues 2 responses
- Specific locations 124 locations.

Metropolis Research notes many of the roads of concern related to major arterial roads and highways managed by VicRoads.



Issues regarding "traffic management"**Wyndham City Council - 2025/26 Annual Community Satisfaction Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Specific locations</i>	
Morris Rd is always crowded / unbearable	3
Ballan Rd has too much traffic	2
Ballan Rd is very congested during office hours, unable to use	2
Ballan Rd needs to be widened	2
More / wider roads need to be built from Wyndham Vale to Tarneit	2
Point Cook Rd gets very congested at peak hours	2
Traffic congestion on Heaths Rd	2
Traffic congestion on Heaths Rd, especially during peak hours	2
Traffic congestion on Tarneit Rd	2
Traffic management on Leakes Rd	2
Traffic on Leakes Rd	2
Traffic on Werribee St	2
Access to freeway near Manor Lakes	1
Amount of traffic at the roundabout of Anderson St and Russell St because of the school	1
At the roundabout on Larapinta Entrance / Shipwright Pde, grass needs to trim as it blocks the view of the cars coming from the other side	1
Ballan Rd is only a one-way road causing too much traffic	1
Better traffic management needed in Wyndham	1
Cars honking near Tarneit Shopping Centre	1
Connect McGrath Rd to Tarneit	1
Consideration should be given to converting roundabouts to traffic lights along Tarneit Rd, particularly near Tarneit IGA and C731	1
Crossing supervisor needed on Anderson St, particularly on the spot next to the roundabout near Russel St	1
David John Dr has improper traffic management	1
Derrimut Rd is peak hour nightmare	1
Diana Dr is too small in width causing issues with parking	1
Disruptive people near Tarneit Shopping Centre	1
Dohertys Rd	1
Double lane main roads needed especially Sayers Rd	1
Driver behaviour is bad on Armstrong Rd	1
Get rid of the 'give way to U-turn ' on Juniper Ave / Dunnings Rd instead force drivers to U-turn at Lennon Blvd to avoid major congestion at Juniper Ave	1
Getting in and out of Point Cook	1
Have seen people break traffic rules on Dunnings Rd	1
Have seen people overspeed on Dunnings Rd	1
High rates over speeding accidents in the area are concerning especially on Hogans Rd, where I witnessed a 3 car pile up	1
High traffic on Davis Rd	1
Horrible traffic on McGrath Rd, have to wait long times like 15-20 minutes to come to the roundabout. Cannot live in this terrible traffic	1
Latham St speeding issues	1



Leakes Rd is peak hour nightmare	1
Lots of traffic congestion on the road near the petrol station	1
Need a distinct pick-up area for Alamanda School	1
Need crossing supervisor at Alamanda School	1
Need more pedestrian crossing at Morris Rd	1
New residents in Tarneit do not follow traffic rules	1
No crossing on Davis Rd	1
No proper schools' zones in Tarneit Rise School	1
Not maintaining the intersection at Sneydes Rd and Point Cook Rd	1
Old Geelong Rd Service Rd has hooning and late-night noise complaints	1
Over speeding in roads around Point Cook	1
Over speeding causes lots of accidents on Davis Rd	1
Over speeding in front of Ngarri Primary School	1
Over speeding on Morris Rd	1
Parking at Sanctuary Shopping Centre	1
Pedestrian crossing gets flooded during rain at Broadway Blvd	1
People break traffic rules on Hacketts Rd	1
People do not follow signs on David John Dr	1
People driving all sort of dangerous vehicles on Kingsford Dr which should be banned and they go really fast	1
People over speeding on Red Robin Rd after evening time	1
People speeding on inner roads like Saxby St closer to the park area	1
Point Cook Rd and Sanctuary Lakes Blvd roundabout do not have proper footpaths or crossings for pedestrians	1
Rash driving on Armstrong Rd	1
Reckless driving causing accidents on Leakes Rd	1
Reduced congestion getting onto freeways roundabout near Kia dealerships near Princes Hwy in Werribee	1
Road congestion on the way to Geelong	1
Road management on Davis Rd	1
Road management on Dohertys Rd	1
Road management on Leakes Rd	1
Road to Werribee tunnels causes traffic	1
Roads in Werribee are not wide enough	1
Roundabout next to the school is terrible and we cannot pass through it during the school hour	1
Sayers Rd traffic is terribly congested during peak hours	1
School crossing needed at Malibu Blvd roundabout	1
Speeding issue in Latham St	1
Speeding on Sneydes Rd	1
Tarneit Rd has a lot of over speeding	1
Tarneit Rd is always crowded	1
Tarneit Rd is peak hour nightmare	1
Tarneit Rd to Heath's Rd is a location of major concern	1
Traffic causing delays while travelling to Wyndham Vale	1
Traffic conditions on Greens Rd are dangerous	1
Traffic congestion at Bethany Rd near the school	1
Traffic congestion especially on Heath's Rd and Morris Rd intersection	1
Traffic congestion is a big issue in Tarneit	1
Traffic congestion on Morris Rd, especially during peak hours	1
Traffic congestion on Old Geelong Rd especially during peak hours	1
Traffic congestion on Watton St to get to Manor Lake, especially between 3-7pm	1



Traffic control on Davis Rd	1
Traffic control on Dohertys Rd	1
Traffic from main roads of Jubilee to Werribee	1
Traffic in Latitude Promenade	1
Traffic in Sneydes Rd	1
Traffic is really bad on Ballan Rd Council should fix this ASAP	1
Traffic lights in Boundary Rd stopped working	1
Traffic management at the intersection of Tarneit Rd and Leakes Rd	1
Traffic management in Russell St	1
Traffic management in Tarneit	1
Traffic management in Wedge St S	1
Traffic management is a major issue, particularly on Tarneit Rd. Tailgating is common even where speed limits are clearly posted, and there are concerns about some drivers who move here not following VicRoads rules	1
Traffic management is bad especially along the roads leading to the freeway from Werribee	1
Traffic management is too bad mostly during school times in mornings	1
Traffic management needed on Point Cook Rd and Hoppers Crossing when merging into Fwy	1
Traffic management on Alcock Rd needs speed humps to prevent speeding	1
Traffic management on the Leakes Rd due to construction	1
Traffic management on the Point Cook Rd leading to the Freeway	1
Traffic management on the road to CBD	1
Traffic of Point Cook is still terrible	1
Traffic on roads towards the city needs to be managed better	1
Traffic on the freeway to the city	1
Traffic usually near Hoppers Crossing	1
Traffic usually near Tarneit Central	1
Trucks and cars use the College Rd to access the freeway causing a lot of noise at night	1
We want connectivity between Tarneit and Wyndham Vale. There was supposed to be a bridge connection a long time ago, but it never got done	1
Wyndham Vale access to major roads like Princes Hwy	1
Total	124

Traffic congestion

Road / traffic congestion	31
Traffic / roads are horrible during peak hours / needs to be addressed	4
Too many people causing traffic and congestion during peak hours	2
Traffic conditions need to be improvement	2
Traffic has increased a lot during office hours in the morning	2
Traffic is terrible when going to pick and drop to school	2
Traffic would be the biggest problem that constant needs to be solved	2
27 years ago, it was much easier to get around but traffic is very congested	1
Council should heavily invest in development of roads especially the major roads	1
Difficult to get out of Wyndham by car because there is too much traffic	1
Fewer roads but too much traffic	1
Freeway having traffic	1
I cannot get anywhere during traffic which is ridiculous	1
Local roads are getting too much traffic	1



Reduce speed limits near schools to 30, at least during pickups	1
Roads without congestion	1
Traffic at the intersection	1
Traffic conditions in general can be improved, especially during peak hours	1
Traffic flow because we easily wait for 10-20 minutes to get out from our street	1
Traffic hazards	1
Traffic is terrible in rush hour	1
Traffic jams happening due to peak hour getting in and out is bad	1
Traffic management in the morning needs to be improved, as there is significant confusion when looking for parking around the railway	1
Total	61

Traffic management

Traffic management	22
People jump red lights everywhere	3
Traffic management is very poor	3
Traffic management needs to be better / improve	3
Traffic issues	2
Breaking traffic laws on the roads	1
Cars often go through side streets and park close to driveways, making it difficult for other vehicles	1
Enforcement of road rules would prevent lots of accidents	1
Everybody is breaking traffic rules in all the roads without any basic decency like they do wheelies and have no empathy	1
Illegal driving	1
Local traffic management needs to improve, and we are not satisfied with it especially on school times	1
Lots of drivers do not have a license like they do not know about the rules	1
Management of traffic flow requires significant improvements	1
Retesting of licence otherwise it is dangerous around	1
Road signals need installed at places where there are not any	1
Roads management across the city	1
Some people break the barriers of the nearby creek walkways	1
Some people drive cars on grass	1
Traffic laws should be stricter	1
Traffic management due to congestion	1
Traffic management is a major issue during peak hours due to significant bottlenecking	1
Traffic management is too slow to get anywhere	1
Traffic management needed on all internal roads	1
Traffic management needed on the freeways	1
Traffic management on multiple streets	1
Traffic management since there has been a lot of incidents at roundabouts	1
Traffic management which includes roads management	1
Total	55



<i>Wider / better roads</i>	
Roads in entire Council are narrow	2
Widen roads	2
Better roads because currently we have a lot of traffic congestion	1
Highways are not wide enough	1
Princes Fwy has traffic problems because the road is not wide enough	1
Roads are not expanded	1
Roads are not maintained enough to meet the traffic demands	1
Roads are not well maintained here	1
Road's improvement needed	1
Road's infrastructure conditions are poor	1
Roads needs to upgrade	1
Wide clean roads	1
Total	14

<i>Speeding / hooning</i>	
Excessive speeding	4
Hooning is common and annoying	1
Motorcycle speeding	1
Over speeding near school areas	1
People drive cars over speed limit	1
Speeding and breaking traffic rules in roundabouts	1
Speeding while using phone during driving	1
Traffic management is poor there are speeding trucks on residential streets	1
Trucks are speeding on residential roads	1
Youngsters over speeding on roads at night	1
Total	13

<i>More roads / better connection</i>	
Need more connecting roads because it is too slow to get in and out	1
No roads	1
Connecting more roads because sometimes it takes way too long to get out	1
Council should be aware about the road infrastructure and take necessary actions to fix it	1
Current road infrastructure is insufficient to support the rapid growth of new estates, and Council should prioritise improvements to road infrastructure	1
Duplicate of roads into Fwy connection to Western Fwy	1
Duplication of roads	1
I would like to see their road planning and design improve for the community	1
Many undeveloped roads	1
Road infrastructure is a big problem as the Council is lacking behind in providing proper road infrastructure in comparison of massive development of new estates	1
Road's development	1
Roads in and out of the suburb are a problem	1
Total	12



<i>Crossings / lights</i>	
Need more zebra crossings in the local area	2
Crossing between two roads needs to be made safer	1
Crossover here is broken	1
More school / pedestrian crossing light near the Wyndham Park Primary School	1
We need better school crossings to avoid unsafe situations	1
Total	6
<i>Road safety</i>	
Road safety should be improved	2
Blind spots at road crossings due to the trees, we need to remove those trees	1
Road safety concern as many roads experience heavy traffic and road rage behaviour	1
Road safety concern due to blind spots on local roads, which are highly dangerous and have led to many near crashes	1
Total	5
<i>Other</i>	
People are parking on the road to use their garden	1
A lot of road blockages for a long-time causing inconvenience	1
Total	2
Total responses	292

Perception of safety in public areas

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas of the City of Wyndham? If rated less than 5, why do you say that? If rated less than 5, please specify any locations of concern.”

This set of questions relating to the perception of safety in the public areas of the City of Wyndham was last included in the survey program back in 2020/21, and time-series results against these historical results is included.

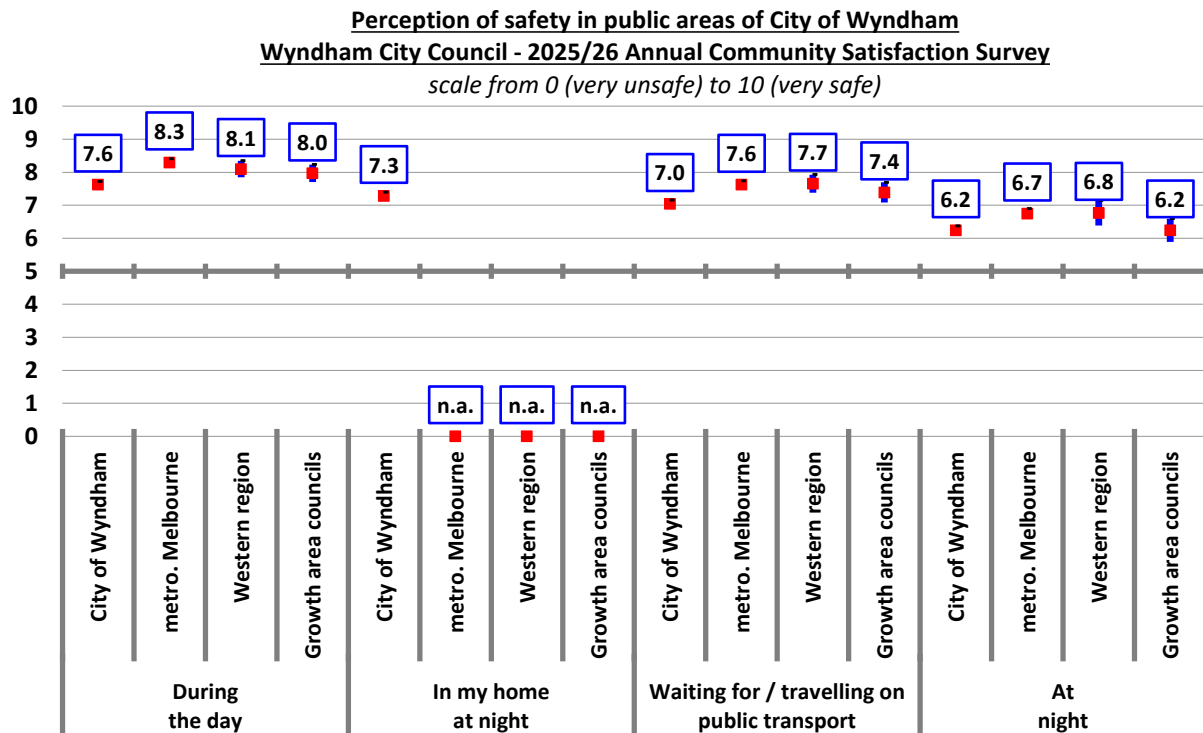
The perception of safety in the public areas of the City of Wyndham during the day (7pts), waiting for / travelling on public transport (6pts), and in public areas at night (5pts), all of which were eight percent lower than the metropolitan Melbourne comparisons.

This result was consistent with the fact that respondents in the City of Wyndham were significantly more likely than the metropolitan average to nominate safety, policing, and crime related issues as one of the top three [issues to address](#).



The perception of safety in the public areas of the City of Wyndham during the day, waiting for / travelling on public transport, and in public areas at night were also somewhat lower than the western region averages.

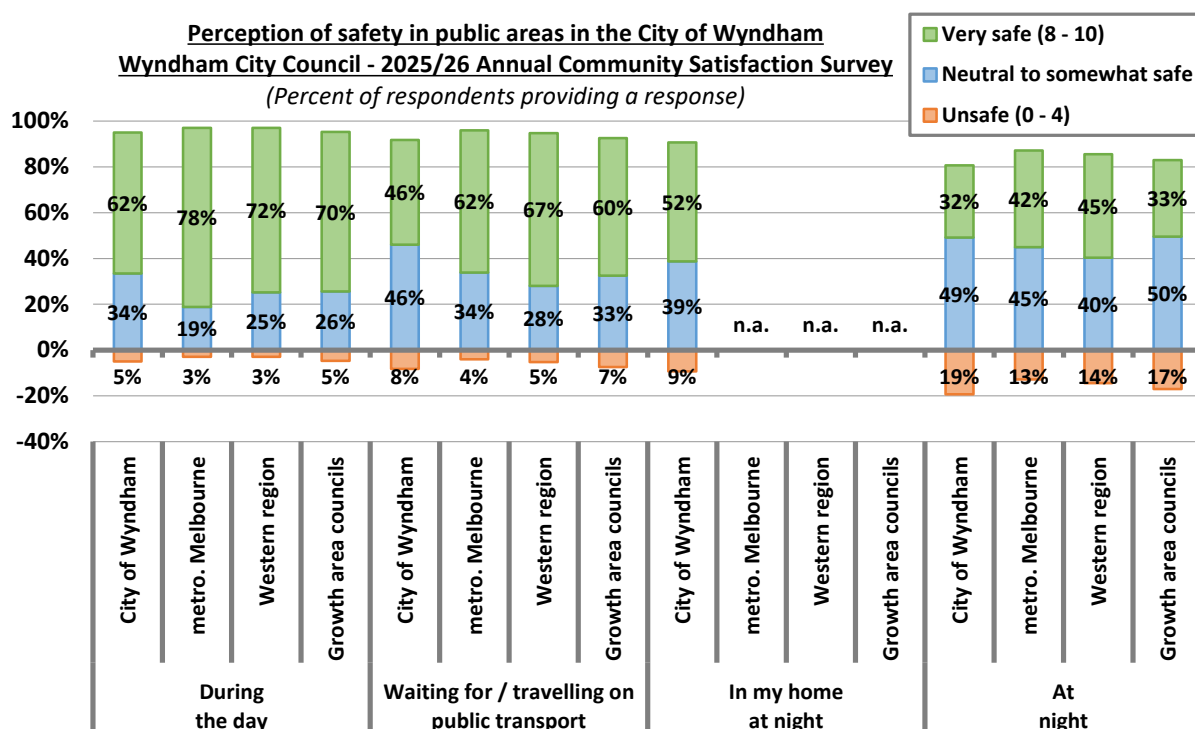
It is noted, however, that the perception of safety in public areas of the City of Wyndham was identical to the growth area councils' average of 6.2 out of 10.



The following graph provides the breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

Attention is drawn to the 19% of respondents who felt “unsafe” in the public areas of the City of Wyndham at night, compared to four percent or less for the other three locations / times. This was a larger proportion of respondents who felt unsafe in public areas at night than the comparison area results, including the metropolitan average (13%).



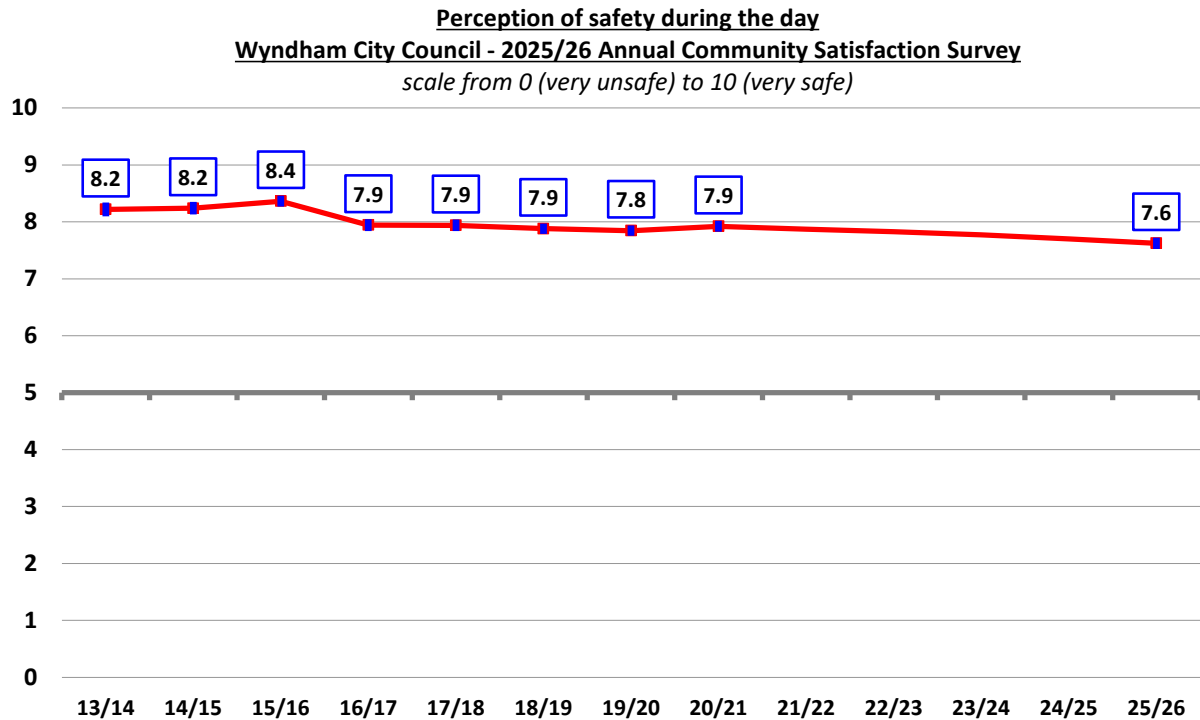


Perception of safety in public areas during the day

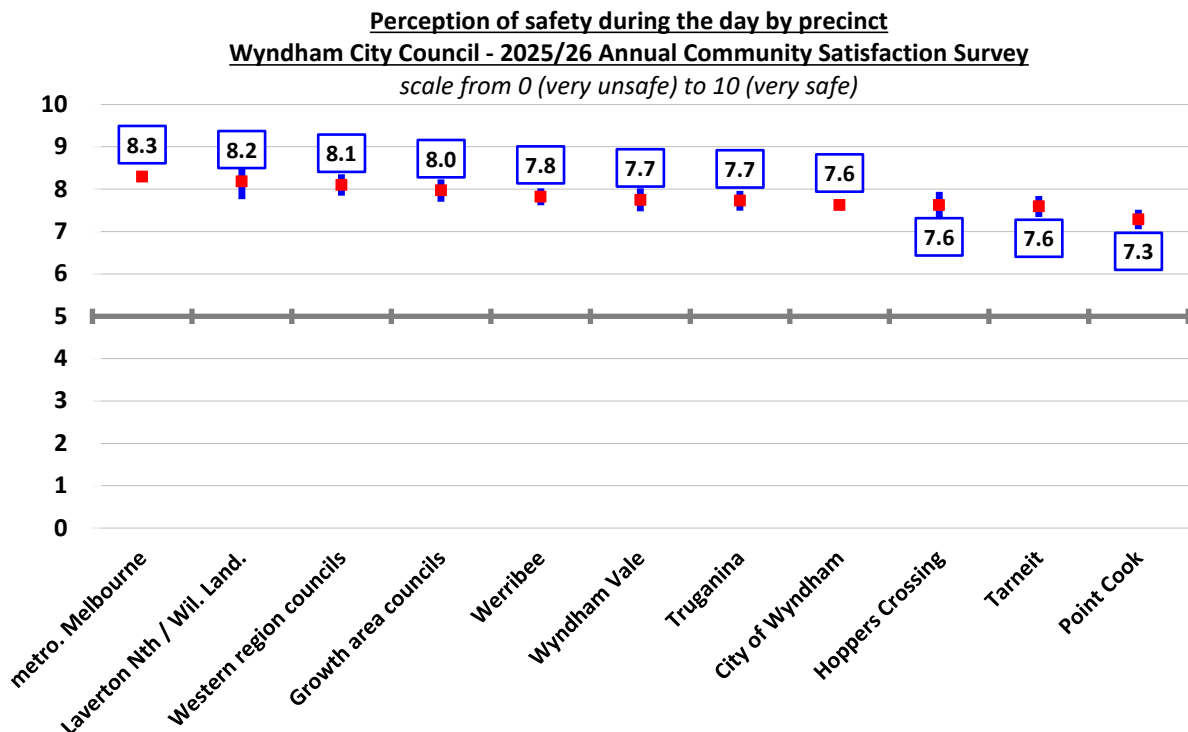
The perception of safety in the public areas of the City of Wyndham during the day was 7.6 out of 10, down three percentage points (4%) from when this question was last included in the survey program back in 2020/21.

By way of comparison, this result was measurably (7pts) lower than the metropolitan average, five points lower than the western region councils' average, and four points lower than the growth area councils' average, as recorded in *Governing Melbourne*.



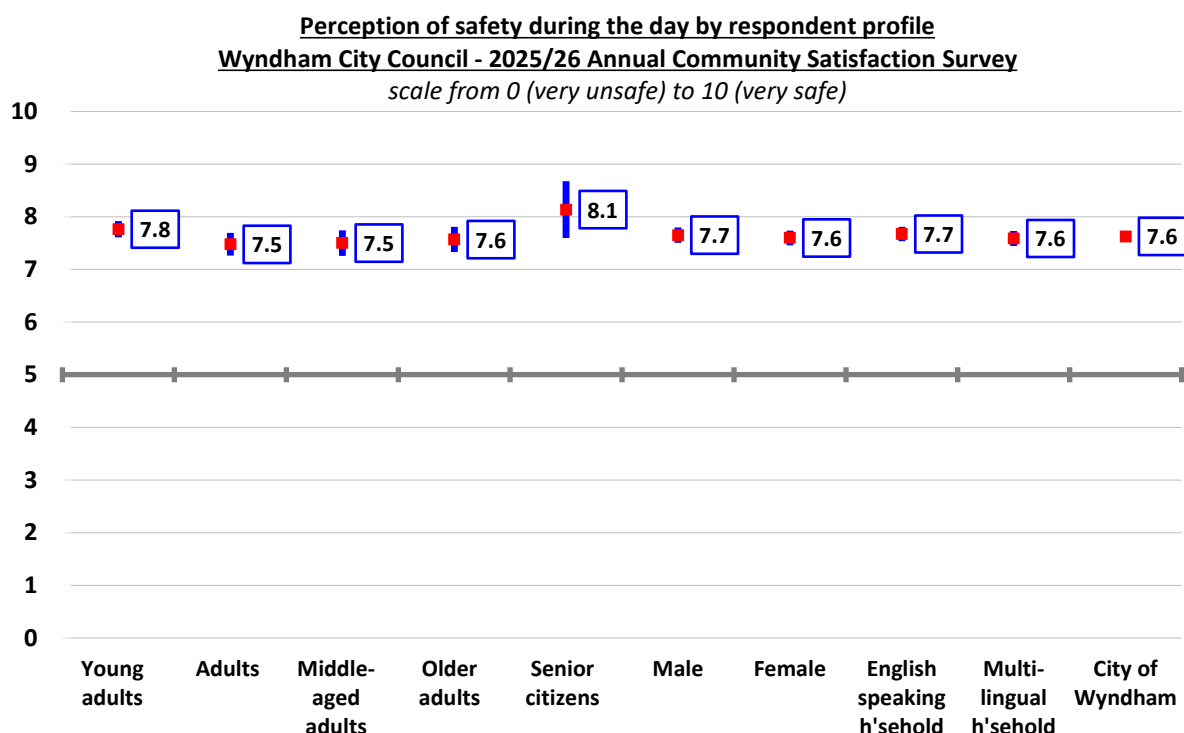


There was measurable variation in the perception of safety in the public areas of the City of Wyndham during the day observed across the municipality. Respondents from Laverton North / Williams Landing felt measurably safer than the municipal average, while respondents from Point Cook felt measurably less safe.



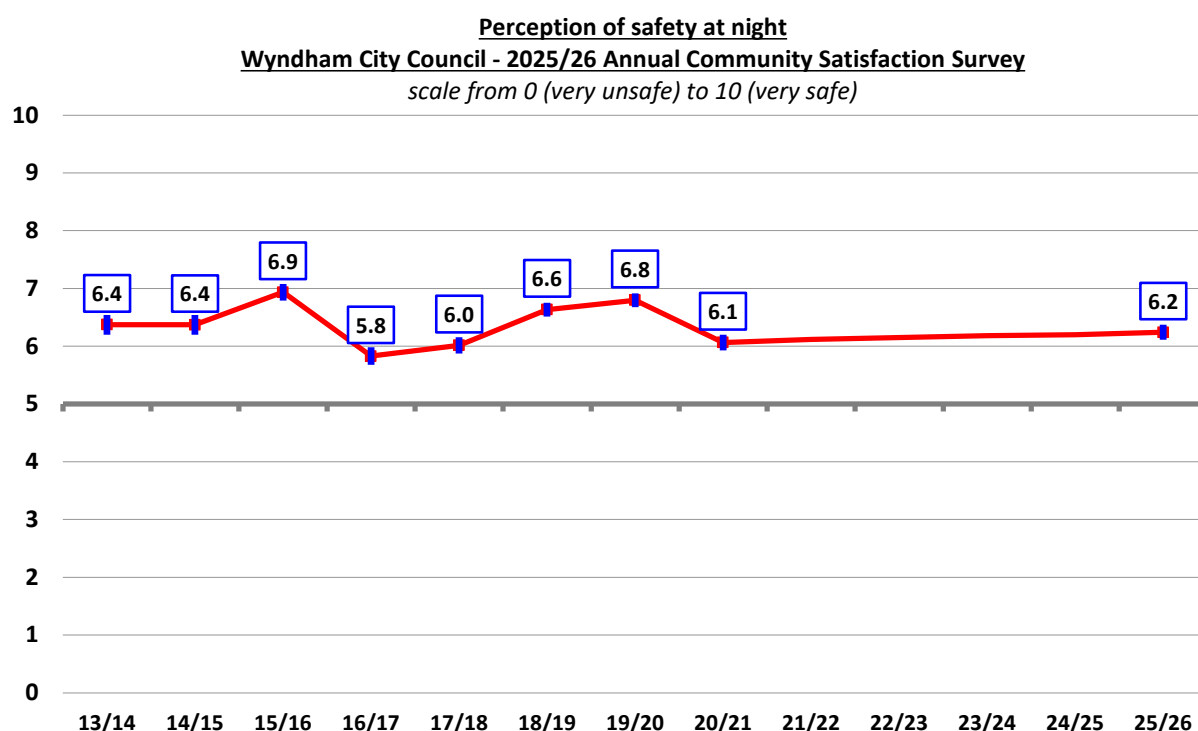
There was no measurable variation in the average perception of safety in public areas of the City of Wyndham during the day observed by respondent profile, although senior citizens (aged 75 years and over) felt notably safer than other respondents.





Perception of safety in public areas at night

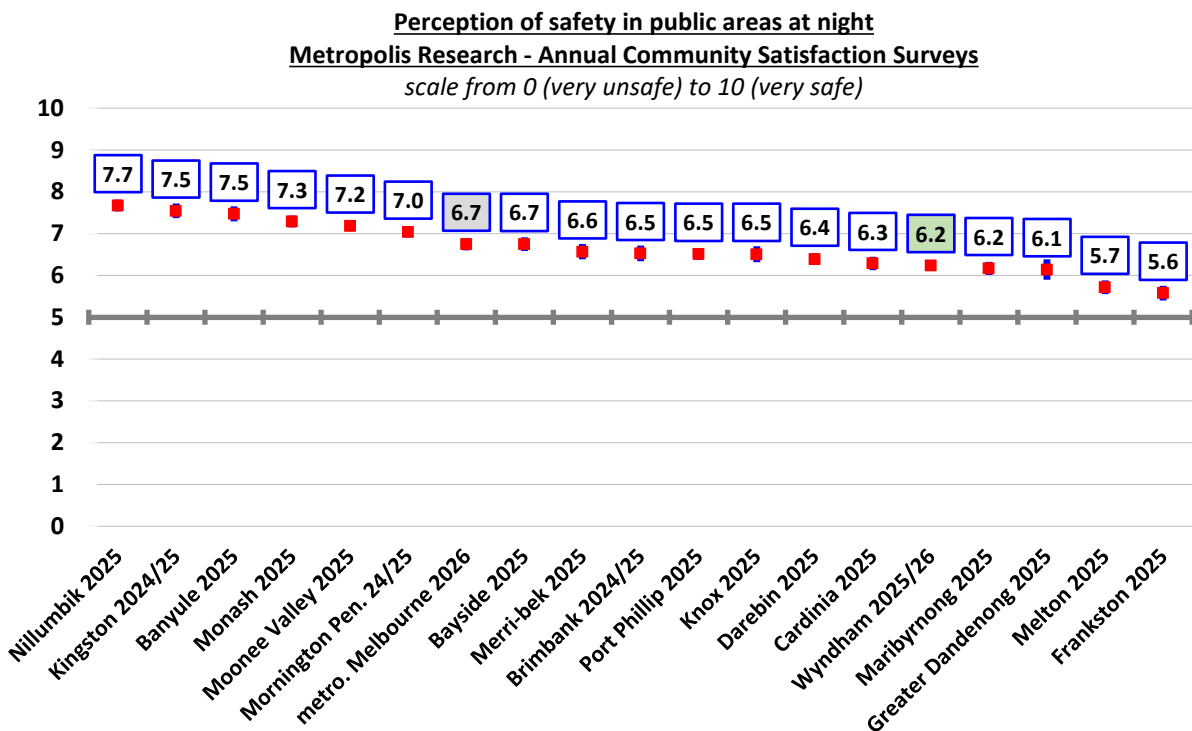
The perception of safety in the public areas of the City of Wyndham at night was 6.2 out of 10, up one percentage points from when this question was last included in the survey program back in 2020/21.



By way of comparison, this result was measurably (5pts) lower than the metropolitan average, six points lower than the western region councils' average. It was, however, identical to the growth area councils' average, as recorded in *Governing Melbourne*.

The following graph provides a comparison of the average perception of safety at night for the various municipalities Metropolis Research has conducted similar research in 2025 and 2026 (year to date).

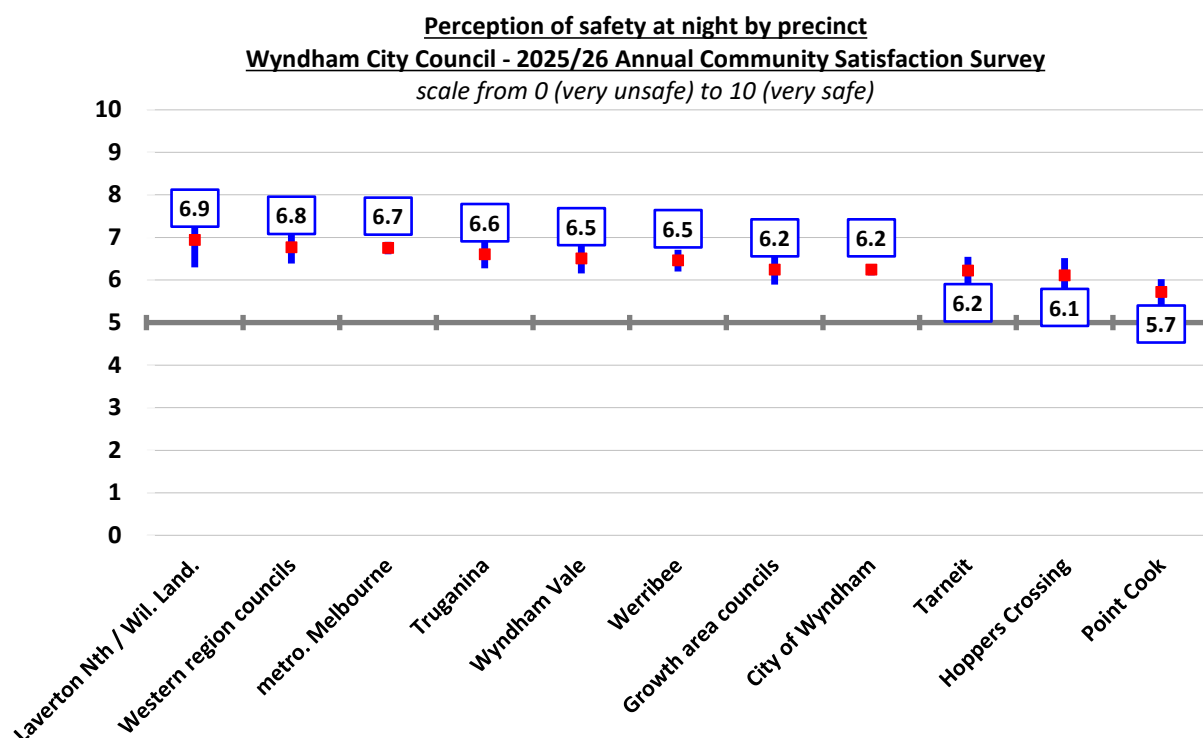
The perception of safety in the public areas of the City of Wyndham at night was identical to the neighbouring City of Maribyrnong, and similar to the Cardinia Shire and Greater Dandenong.



There was measurable variation in the perception of safety in public areas of the City of Wyndham at night observed across the municipality.

Respondents from Laverton North / Williams Landing and Truganina felt somewhat safer than the municipal average.

By contrast, respondents from Point Cook felt measurably (5pts) less safe than the municipal average.



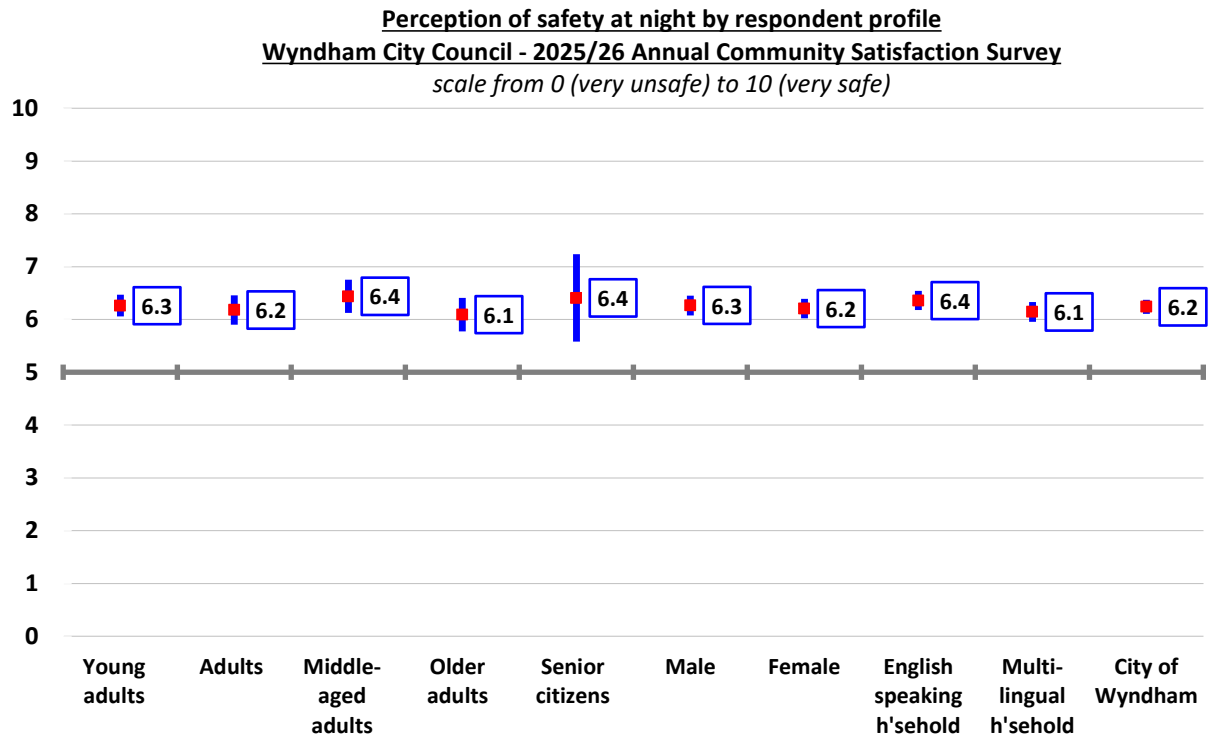
There was relatively little substantial variation in the perception of safety in public areas at night observed by respondent profile.

Metropolis Research notes that it is not unusual for the gap in the perception of safety in public areas at night between male and female respondents to be relatively small in outer urban municipalities, including Wyndham.

That said, the lack of variation in the perception of safety in public areas at night does imply widespread community concern about safety, policing, and crime related issues.

This is reinforced by the fact that safety, policing, and crime issues were prominent in the issues to address results from most precincts across the City of Wyndham.



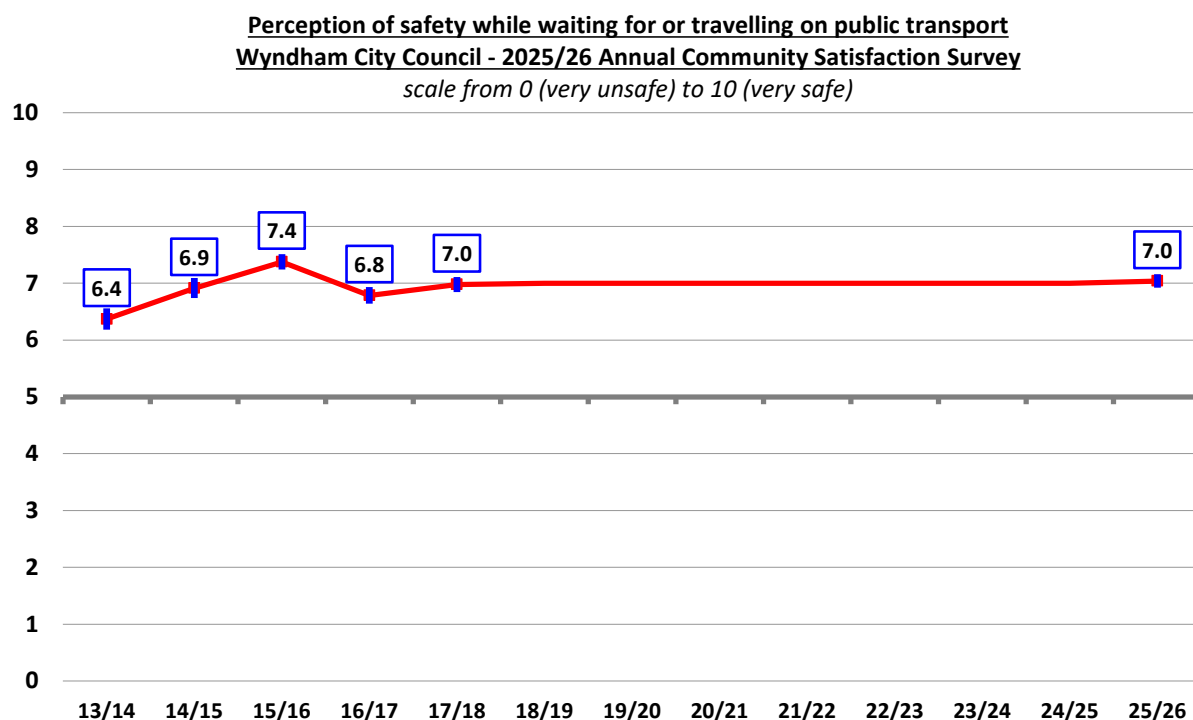


Perception of safety while waiting for or travelling on public transport

The perception of safety while waiting for or traveling on public transport was 7.0 out of 10, identical to the score recorded when this question was last included in the survey program back in 2020/21.

By way of comparison, this result was measurably (6pts) lower than the metropolitan average, seven points lower than the western region councils' average, and four points lower than the growth area councils' average, as recorded in *Governing Melbourne*.

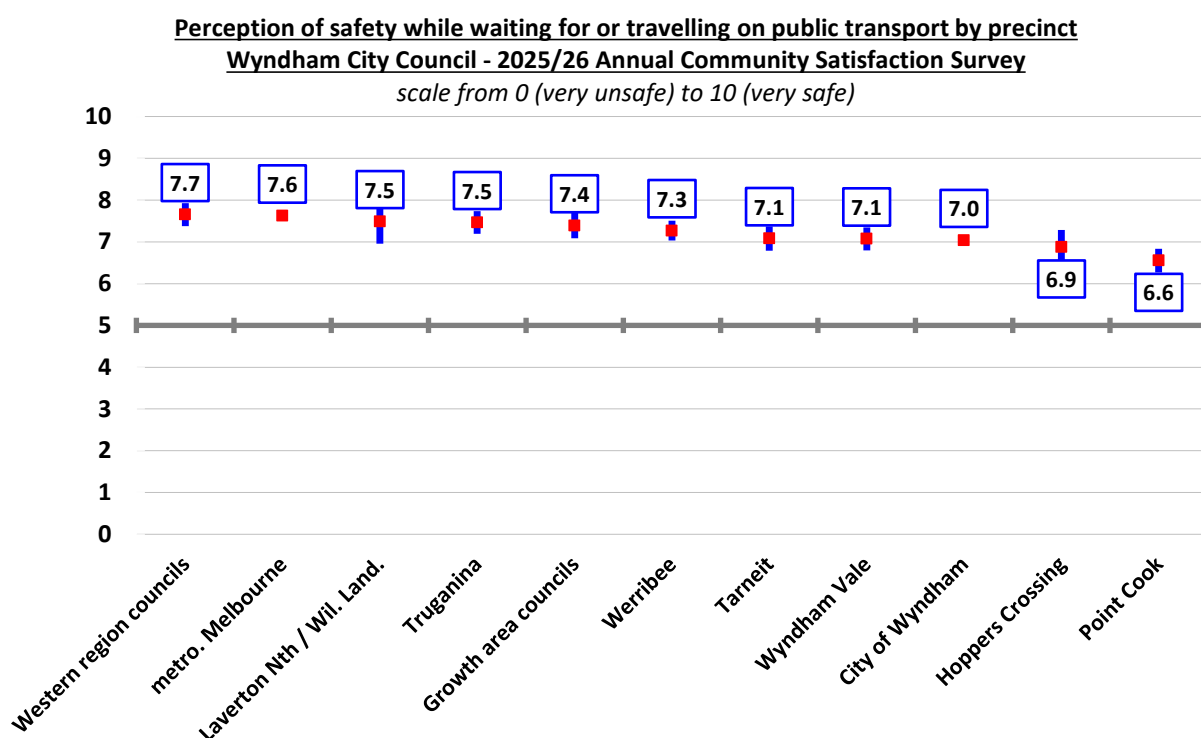




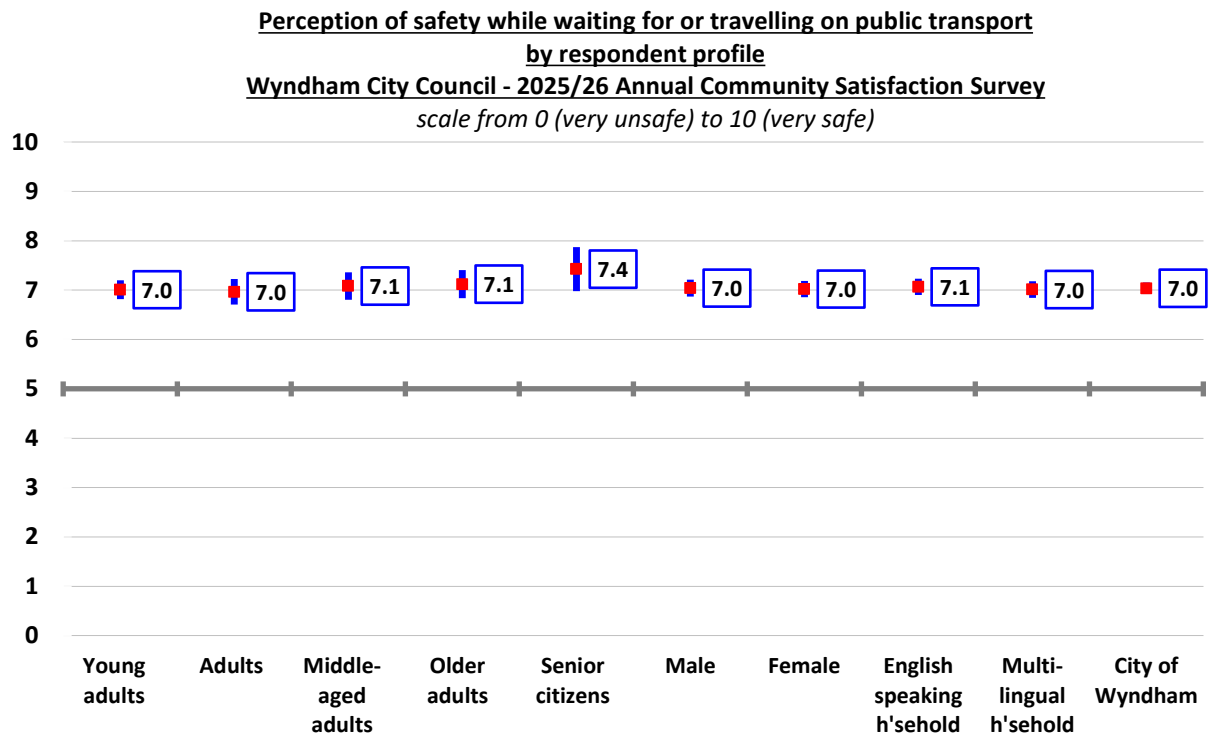
There was measurable variation in this result observed across the municipality.

Respondents from Laverton North / Williams Landing felt notably (5pts) and respondents from Truganina felt measurably (5pts) safer than the municipal average.

By contrast, respondents from Point Cook felt measurably less safe than the municipal average.



There was relatively little substantial variation in the perception of safety waiting for or travelling on public transport observed by respondent profile, although senior citizens (aged 75 years and over) felt safer than younger respondents.



Perception of safety in my home at night

This question relating to the perception of safety in the respondents' home at night was not included in the *Governing Melbourne* research and therefore no time series results were available for publication.

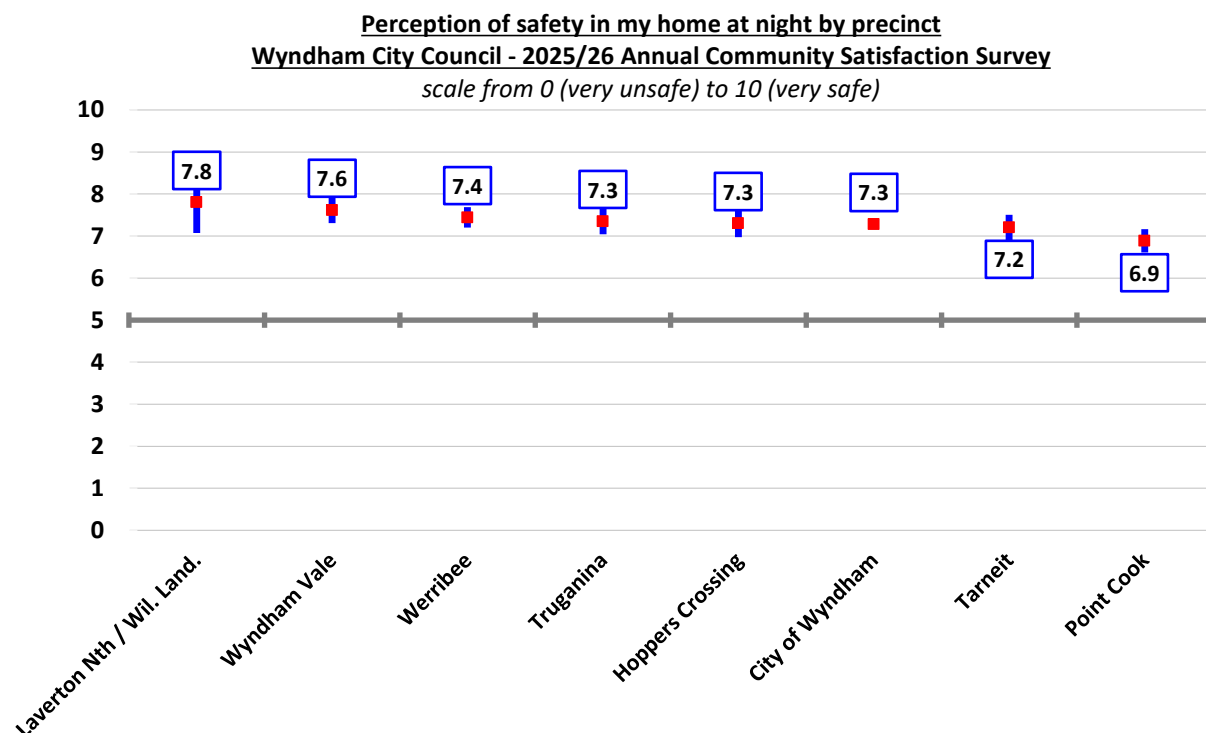
The perception of safety in the respondents' homes at night was 7.3 out of 10.

This was measurably and significantly (11pts or 18%) higher than the average perception of safety in the public areas of the City of Wyndham at night (6.2)

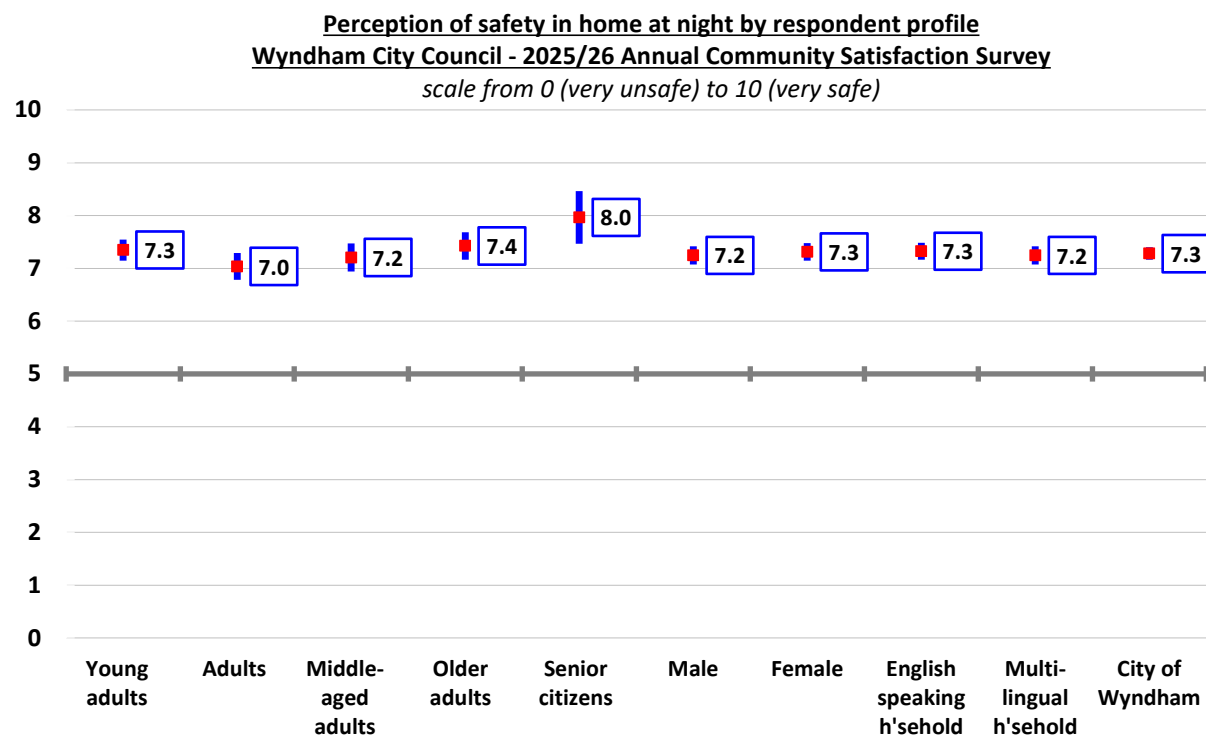
There was measurable variation in this result observed across the municipality, as respondents from Laverton North / Williams Landing felt notably (5pts) safer than the municipal average.

By contrast, respondents from Point Cook felt measurably (4pts) less safe than average.





There was relatively little variation in the average perception of safety in the respondents' home at night observed by respondent profile, although senior citizens (aged 75 years and over) felt measurably safer than the municipal average.



Reasons for feeling less safe in public areas

There was a total of 355 responses received from respondents who felt unsafe in any of the locations / situations included in the survey (in public areas during the day and at night, waiting for / travelling on public transport, and in the home at night).

These comments have been broadly categorised, as outlined in the following table.

Far and away the most common issue of concern related to incidents of crime and break-ins, with 128 of the 355 comments (36%) related to this issue.

A further 48 comments were related to concerns around various other types of crime, or crime in general.

There were also some comments focused on youth and youth crime, along with concerns about various types of people, concerns around drugs and alcohol, and concerns around perceived lack of policing and associated issues.

Reasons for not feeling safe in the public areas of the City of Wyndham
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2026	
	Number	Percent
Incidents / break-ins	128	36%
Crime	48	14%
Youth / crime	26	7%
People	25	7%
Drugs and alcohol	24	7%
Policing	22	6%
Violence and anti-social behaviour	21	6%
Traffic / roads / parking	15	4%
Problems with specific areas	12	3%
Safety on / around public transport	11	3%
General perception of safety	9	3%
Perception of safety at night and lighting	8	2%
Being vulnerable (female, elderly)	1	0%
Mental health issues	0	0%
Other reasons	5	1%
Total	355	100%

The following table outlines the verbatim responses discussed above.



Reasons for not feeling safe in the public areas of the City of Wyndham
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Incidents / break-ins</i>	
Home invasion / break ins	41
Robbery / thefts	31
Car jackings / car theft	23
Snatching	3
Stabbings	3
Too many incidents	3
A neighbour got his car stolen previous year, he had complained yet nothing happened. These things need serious attention from Council	1
All 3 cars at home have been tampered with in the past	1
Car window smashed when I left for 20 mins to pick up children	1
Damages to car	1
Few people tried to rob kids and tried to take their MacBook and iPad	1
Guy came at us while the security was there but of no use	1
I have had an incident where someone threw cans at my friend	1
In last six months my neighbour's house has been broken into twice	1
My daughter had a terrible experience, and her friend was hospitalised after a scuffle there	1
News about break ins	1
Number plate stolen	1
Packages stolen	1
Reported incidents of sexual assault	1
Some stranger keeps knocking the door at the night	1
Stalking	1
Stranger at cars parking at night	1
Temu package was stolen from home	1
Theft going on and	1
There have been a lot of break ins at many other houses	1
There is always a break in on the news	1
Too many stabbings	1
Too much news about intruders	1
Too much theft in the western areas	1
While my son comes from school bus, he feels unsafe because someone was following him around	1
Total	128
<i>Crime</i>	
High crime rate	41
Increasing petty crimes	2
News about crime	2
A lot of knife crime on the news	1
Crime zone area is dangerous	1
Crimes due to weak Victorian government	1
Total	48

<i>Youth / crime</i>	
Youth crime	10
Lots of unsupervised groups of young people	3
Teenagers being rowdy / causing issues	3
I have heard about youth committing crime, mostly at 2 or 4 am	1
Juvenile offenders moving around with bail	1
Kids on e-motorbike. Even police cannot catch them	1
Local laws should be improved for youngsters	1
News we hear about youth crime	1
Teenagers in black, that group together are aggressive	1
Teenagers with bikes make noises which is a disturbance for my children	1
Uncertainty about safety in the local area with rowdy teenagers	1
Young people walking in large groups at night	1
Youth pick up pipes and fight	1
Total	26

<i>People</i>	
Gang activities on street	6
Suspicious people walking around	6
Aggressive people that threaten innocent people	2
People around	2
Too many people in groups	2
Crime groups	1
Gangsters and teenagers with motor bikes	1
Lot of homeless people at the supermarket	1
People getting upset about the news	1
People walking with weapons in the daytime	1
Visibly aggravated community members	1
We do not know if the people belong to this area or not	1
Total	25

<i>Drugs and alcohol</i>	
Junkies	11
Generally feeling unsafe with drunk people around	2
I can hear drunk people in the park behind us	2
We see junkies in and around the area, and sometimes the syringes they leave behind	2
Couple of interactions with drugged and alcoholic fuelled people.	1
Doing drugs at night	1
Drug dealing	1
Drunk driving	1
Drunk people at the station	1
Drunk people hanging out at night. I feel that I have to take my husband with me at night	1
Junkies at the station	1
Total	24



<i>Policing</i>	
More police patrolling needed	8
Not enough patrolling law enforcement	6
Anyone coming from anywhere and doing anything without any proper policing	1
For the amount of taxes we pay, we should get more security	1
No security cameras	1
Not enough public awareness about prevention or addressing the crimes	1
Police cars always around	1
Police helicopters flying overhead at night also add to the unsafe feeling	1
Security	1
Soft crime prevention laws	1
Total	22

<i>Violence and anti-social behaviour</i>	
Machete crime	5
Violence	2
Assaults are at an all-time high and there is so much news about it	1
Broken glass thrown on the side of the road	1
Car burnouts have reduced but still an issue	1
Fight broke out in the shopping centre	1
Man hitting another man with machete at local McDonald's.	1
News about fighting in the area	1
News about frequent stabbings	1
People are outraged and break glasses	1
People there behave in an uncivilised manner	1
Random visits at 3 am	1
Saw a person get stabbed	1
So many people going around with machetes	1
So many people that are anti-social and harassing people	1
Some people will be simply staring at house and hanging around to keep watching us	1
Total	21

<i>Traffic / roads / parking</i>	
Speeding and hooning, I am worried about my kids	4
Rash driving	2
A lot of kids with scooters make the road unsafe	1
Bike racing has reduced but still an issue	1
Driving noisily	1
Even parking is difficult as it will be stolen	1
Feel unsafe on the roads because of aggressive drivers	1
Few kids and young people drive too fast during night	1
Lack of cameras make drifting and speeding common in the area	1
Night bikers and cars creating dramas	1
Road safety is low	1
Total	15



Problems with specific areas

All the time in Tarneit region, we read news about so many incidents	1
An accident happened close to the Wyndham Vale Primary School	1
At about 2:30 am, 2 people came by and stole a car on Kenton Ave. They were the people who came here before me	1
Black Forest Rd	1
Broadway Blvd	1
Carjacking in car park of McDonalds	1
Intruders found my ID proof in rubbish bin in Preston	1
I have heard concerning thing about people being hurt at the local plaza	1
Man went after a child on a train near Aircraft station	1
Teens who ride unsafe illegal bikes put large motors on. Especially in the new areas of Hoppers Crossings	1
Werribee station	1
Werribee station at night has many hooligans	1
Total	12

Safety on / around public transport

Frequency of the bus service, buses do not show up so there are long wait times	3
Bus delays causing issues with travelling	2
Long walk from bus stop to where I live, I have to walk for 15 minutes. It is too much time waiting around while not being safe	1
Long walk from public transport	1
Too many people walking around the station at the nighttime	1
Train stations have a remote location	1
Train stations have lighting issues	1
We had to wait an hour for the bus, even the PTV app is not reliable for information	1
Total	11

General perception of safety

It is very unsafe everywhere all around	5
Do not feel safe crossing the road	1
Neighbours have experienced it which instils fear and paranoia around the community	1
Public spaces feel too empty	1
We hear about racism in the news	1
Total	9

Perception of safety at night and lighting

Everywhere at night due to darkness	6
Everywhere at night due to crime	1
More bad things tend to happen at night	1
Total	8



<i>Being vulnerable (female, elderly)</i>	
I am a woman, so I must always be aware about my surroundings at night since there is always crime happening here	1
Total	1
<i>Other</i>	
Airbnb's in the localities are creating chaos	1
Areas with snakes. Free snake catching facilities are cancelled	1
Particularly feeling unsafe during the fire seasons	1
Plants are not maintained properly	1
Street trees are not maintained properly	1
Total	5
Total responses	355

Locations where respondents felt unsafe

There were 296 comments received from respondents outlining locations where they feel unsafe in the City of Wyndham (and elsewhere).

Many of these comments related to the perception of safety in general / everywhere / anywhere.

There were also many respondents referring to feeling unsafe around public transport hubs such as train stations (43 comments), and in a variety of shopping centres and strips (35).

Location where respondents feel unsafe
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number of responses)

<i>Location</i>	<i>Number</i>
At / around home	22
In general.	20
Local area	17
Everywhere / anywhere	13
Shopping centres / shops	13
Tarneit	13
Everywhere / anywhere in Wyndham	11
Pacific Werribee Plaza	9
Werribee train station / line	9
Tarneit train station	8
Everywhere / anywhere in Point Cook	7
Residential / local streets	7
Werribee	7
Hoppers Crossing Station	6



Truganina	6
Parks	5
Train station	5
Everywhere at night	3
Hoppers Crossing	3
Truganina new estate	3
Williams Landing station is very secluded	3
Aircraft station	2
At home in night	2
Buses	2
Car parks	2
Everywhere in Wyndham Vale	2
Fongeo Dr	2
Lollipop Creek	2
Pannam Dr	2
Public transport	2
Riverwalk	2
Shopping centres in Wyndham	2
Station Pl	2
Supermarket	2
Tarneit Central	2
West area	2
Wyndham Vale train station	2
A lot of crime happening everywhere	1
Alison St playground	1
All roads around my houses	1
Altitude Dr	1
Any road except main roads	1
Bayview Park	1
Bellbridge Dr	1
CDS sites	1
Chemist warehouse	1
College Rd	1
Crossings	1
Davie Cres	1
Davis Rd	1
Davis Rd bus stop	1
Dimly lit areas at night	1
East of Morris Rd	1
Every street in Tarneit	1
Every street in Truganina	1
Every night we need to check our security because we feel very unsafe in our entire region	1
Exploration Ave	1
Fitzherbert St	1
Flagstaff Cres	1
Football parks	1
Footpaths	1
Generally, need more patrolling here	1
Glen Devon Park	1
Green Rd Service Rd	1



Havelock pl	1
Hogans Rd	1
Hoppers Crossing tram station	1
In public	1
Karong Dr playground	1
Kookaburra Ave	1
Lansdowne Pde	1
Libraries around Iramoo	1
Libraries in Manor Lakes	1
McGrath Rd	1
My neighbour got robbed	1
Near Guzman y Gomez	1
Near train station on the way home	1
Newmarket Rd	1
North end of Market Rd	1
Open spaces	1
Parking near shopping centres	1
Parklea Wy playground because we saw some people with machetes	1
Parks at night	1
Point Cook station	1
Police have a very bad reputation among the people I know personally and whoever has dealt with them faced disappointment. How can someone feel safe if the people in charge of protecting you are not reliable or trustworthy	1
Public toilets at parks	1
Railway station carparks in Leverton	1
Railway station carparks in Williams landing	1
River	1
Saltwater Community Centre	1
Saxby St	1
Shopping centres at night	1
Shopping centres because the area has more people	1
Stockland Shopping Centre	1
Street corners	1
Surveyor St	1
Tarneit Shopping Centre	1
Tarneit tram station	1
The Plaza	1
Toucan Rd	1
Town centre because there is not any safe car parking	1
Train station near the school	1
Trains station because people are rude and crazy there which is really unsafe because grown adults push kids	1
Unnecessary footpaths because troubled youth try to rob people there	1
We had a break in at our home	1
Werribee bus terminal	1
Western Tarneit	1
Windrest Wy	1
Wyndham Primary School	1
Wyndham Shopping Centre	1
Youth causing a scene	1

Total

296



Sense of community

Respondents were asked:

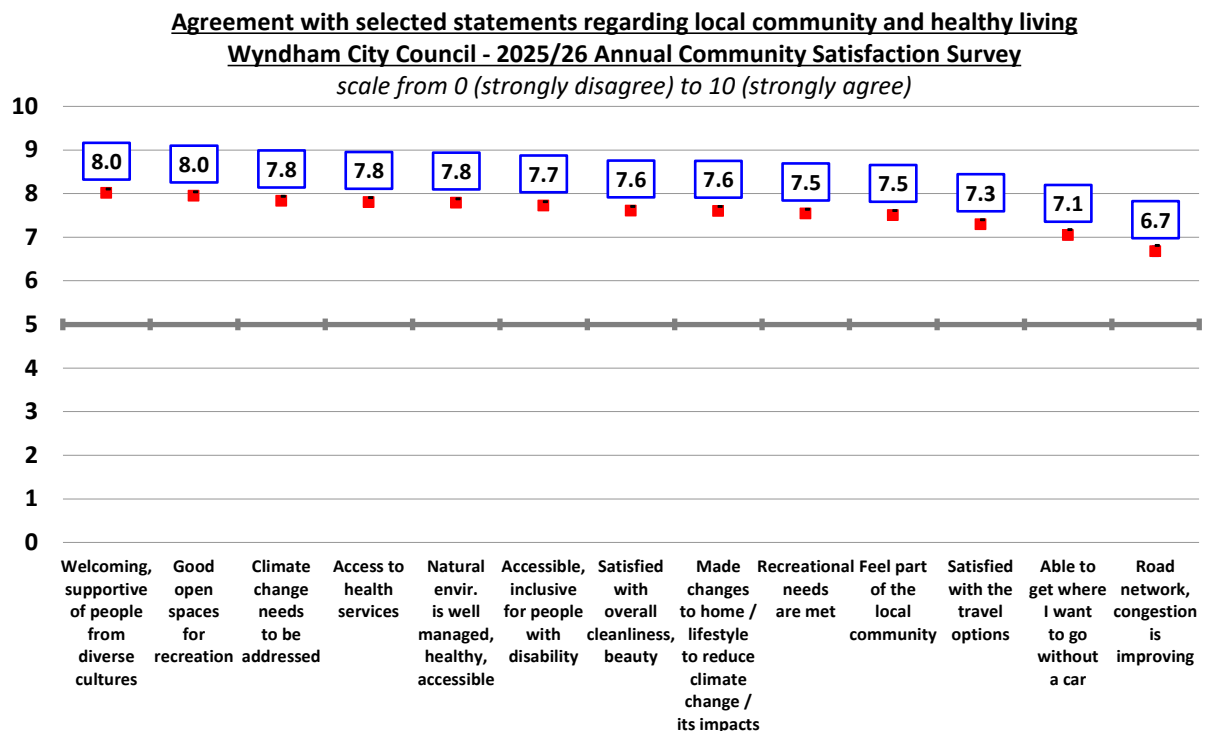
“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community and healthy living.”

Respondents were this year asked to rate their agreement with 13 statements about the community, and a range of other issues including transport, environment, and others.

This was a significantly larger set of statements than the three statements that were included last year.

There was significant variation in the average agreement with these 13 statements, as outlined in the following graph.

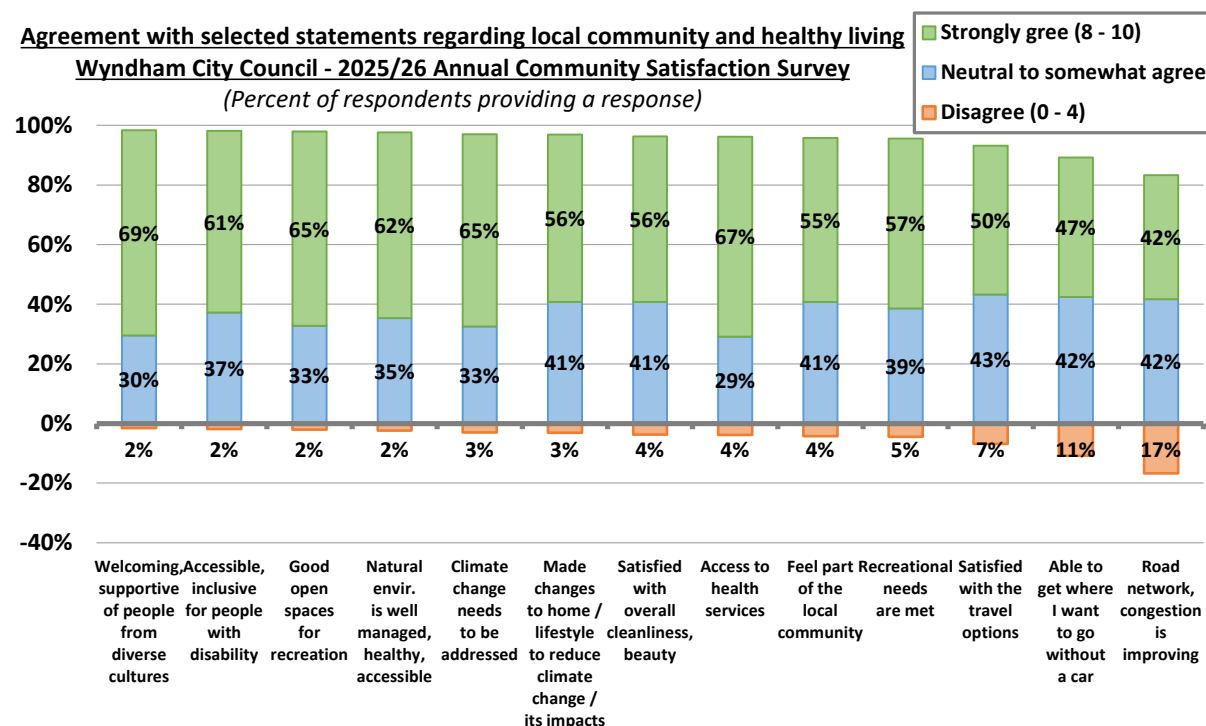
These varied from an extremely strong agreement that Wyndham is welcoming and supportive of people from diverse cultures (8.0) and that there are good open spaces for recreation in Wyndham (8.0), to a moderate level of agreement that Wyndham’s road network is improving.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five out of 10).

More than half of the respondents who provided a score strongly agreed with 11 of the 13 statements, with only two of the three statements related to travel receiving strong agreement by less than half of the respondents.

Attention is drawn to the 17% of respondents who “disagreed” that Wyndham’s road network and congestion is improving, the 11% who “disagreed” that they are able to get where they want to go without a car, and the seven percent who “disagreed” that they were satisfied with the travel options in, out, and around the City of Wyndham.

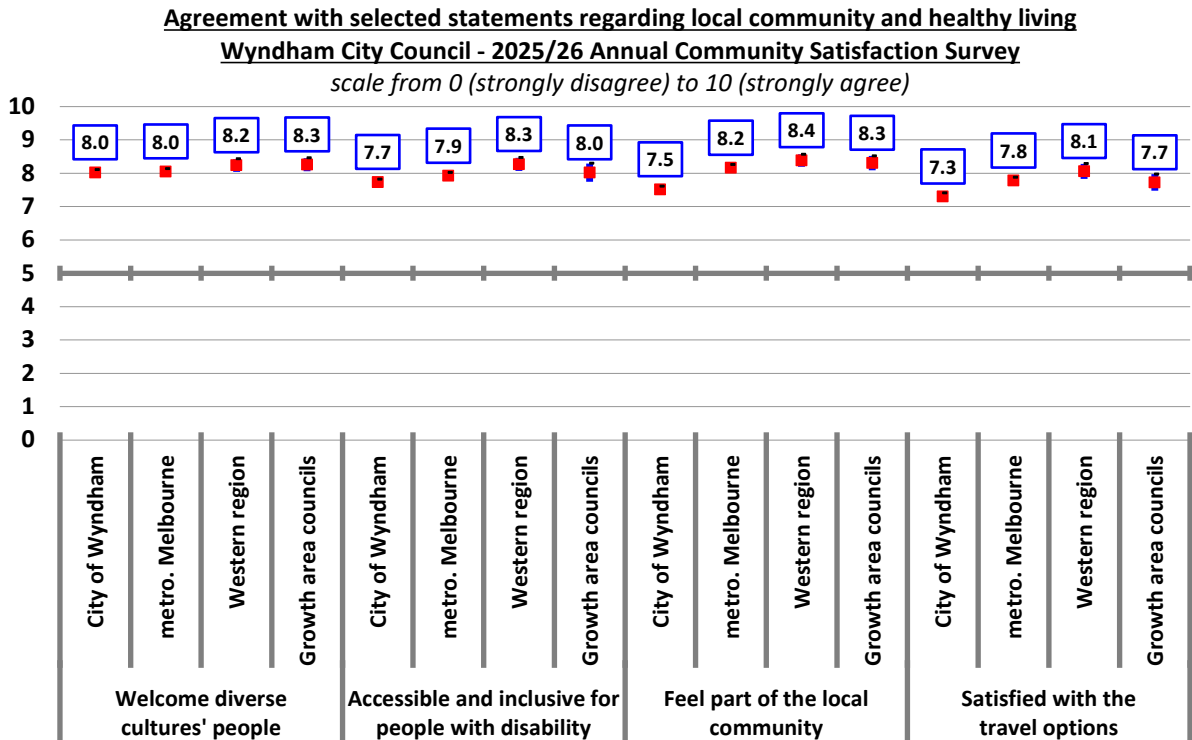


Of these 13 statements, four were also included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology and therefore have metropolitan comparisons available.

Respondents in the City of Wyndham were measurably less in agreement than the metropolitan average that they feel part of the local community (8pts or 9% less in agreement) and that they were satisfied with the travel options available (5pts or 6% less in agreement).

Respondents in the City of Wyndham were also somewhat to measurably less in agreement than the western region and growth area councils’ averages, as outlined in the graph.





There was some notable variation in the average agreement with these statements observed across the municipality, as follows:

- **Hoppers Crossing** – respondents reported notably stronger than average agreement that Wyndham is welcoming and supportive of people from diverse cultures and backgrounds, and that they are able (if they choose) to get where they want to go without a car.
- **Point Cook** – respondents reported notably weaker than average agreement that their access to health services are being met in Wyndham, that they feel part of the local community, that there are good open spaces for recreation available in the local area, that they are able (if they choose) to get where they want to go without a car, that they are satisfied with the travel options in, out, and around the City of Wyndham, that they and their families recreational needs are met in the local area, and that the natural environment in Wyndham is well managed, healthy, and accessible.
- **Tarneit** – respondents reported notably stronger than average agreement that Wyndham is accessible and inclusive for people with disability and that they have made changes to their home or lifestyle to help reduce climate change and its impacts, but notably weaker than average agreement that they are able (if they choose) to get where they want to go without a car.
- **Truganina** – respondents reported notably stronger than average agreement that their access to health services are being met in Wyndham, that they feel part of the local community, that they are satisfied with the travel options to travel in, out, and around the City of Wyndham, that Wyndham's road network and congestion is improving, and that they and their families recreational needs are met in the local area.
- **Werribee** – respondents reported notably weaker than average agreement that they have made changes to their home or lifestyle to help reduce climate change and its impacts.

- **Wyndham Vale** – respondents reported notably stronger than average agreement that they feel part of the local community, that there are good open spaces for recreation available in the local area, that they and their families recreational needs are met in the local area, that they feel climate change needs to be addressed now, and that they are satisfied with the overall cleanliness and beauty of the local area.
- **Laverton North / Williams Landing** – respondents reported notably stronger than average agreement that there are good open spaces for recreation available in the local area, that they feel that climate change needs to be addressed now, and that they have made changes to their home or lifestyle to help reduce climate change and its impacts.

There was also notable variation in these results observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents reported notably stronger than average agreement that they were satisfied with the overall cleanliness and beauty of the local area.
- **Middle-aged adults (aged 45 to 54 years)** – respondents reported notably weaker than average agreement that there are good open spaces for recreation available in the local area.
- **Older adults (aged 55 to 74 years)** – respondents reported notably weaker than average agreement that Wyndham's road network and congestion is improving, that they feel climate change needs to be addressed now, and that they have made changes to their home or lifestyle to help reduce climate change and its impacts.
- **Senior citizens (aged 75 years and over)** – respondents reported notably weaker than average agreement that residents agree that their access to health services are being met in Wyndham, that they feel part of the local community, that Wyndham is accessible and inclusive for people with disability, that Wyndham is welcoming and supportive of people from diverse cultures and backgrounds, that they are satisfied with the travel options in, out, and around the City of Wyndham, that Wyndham's road network and congestion is improving, and that they are satisfied with the overall cleanliness and beauty of the local area.
- **Female** – respondents reported notably stronger agreement than male respondents that they were satisfied with the travel options in, out, and around the City of Wyndham, and that they feel climate change needs to be addressed now.
- **Multilingual household** – respondents reported notably stronger agreement than respondents from English speaking households that residents agree that their access to health services are being met in Wyndham, that they feel part of the local community, that Wyndham is accessible and inclusive for people with disability, that Wyndham is welcoming and supportive of people from diverse cultures and backgrounds, that Wyndham's road network and congestion is improving, that they feel climate change needs to be addressed now, that they have made changes to their home or lifestyle to help reduce climate change and its impacts, that they agree that the natural environment in Wyndham is well managed, healthy, and accessible, and that they are satisfied with the overall cleanliness and beauty of the local area.



Average agreement with selected statements regarding the local community and healthy living by precinct**Wyndham City Council - 2025/26 Annual Community Satisfaction Survey***(Number and index score scale 0 - 10)*

<i>Response</i>	<i>Hoppers Crossing</i>	<i>Point Cook</i>	<i>Tarneit</i>	<i>Truganina</i>	<i>Werribee</i>	<i>Wyndham Vale</i>	<i>Laverton Nth / Wil. Land.</i>	<i>City of Wyndham</i>
The extent to which residents agree that their access to health services are being met in Wyndham	7.8	7.5	8.0	8.1	7.7	8.0	7.6	7.8
I feel part of the local community	7.3	7.1	7.6	7.8	7.5	7.9	7.7	7.5
Wyndham is accessible and inclusive for people with disability	7.8	7.4	8.0	7.9	7.7	7.7	7.6	7.7
Wyndham is welcoming and supportive of people from diverse cultures and backgrounds	8.3	7.8	8.2	8.0	7.8	8.2	7.8	8.0
There are good open spaces for recreation available in the local area	8.2	7.7	7.9	7.8	7.9	8.4	8.3	8.0
I am able (if I choose) to get where I want to go without a car	7.4	6.8	6.8	7.2	7.2	7.1	6.9	7.1
I am satisfied with the options to travel in, out, and around the City of Wyndham	7.3	6.9	7.4	7.7	7.3	7.3	7.3	7.3
Wyndham's road network and congestion is improving	6.0	6.5	6.8	7.4	6.7	6.7	6.7	6.7
My and my families recreational needs are met in the local area	7.7	7.2	7.4	7.8	7.5	7.9	7.7	7.5
I feel that climate change needs to be addressed now	7.6	7.6	8.0	8.0	7.7	8.2	8.2	7.8
I have made changes to my home or lifestyle to help reduce climate change and its impacts	7.5	7.4	8.0	7.8	7.3	7.7	8.2	7.6
I agree that the natural environment in Wyndham is well managed, healthy, and accessible	8.0	7.5	7.9	7.7	7.8	8.0	7.8	7.8
I am satisfied with the overall cleanliness and beauty of the local area	7.8	7.4	7.6	7.5	7.6	7.9	7.5	7.6
<i>Average agreement</i>	<i>7.6</i>	<i>7.3</i>	<i>7.7</i>	<i>7.7</i>	<i>7.5</i>	<i>7.8</i>	<i>7.7</i>	<i>7.6</i>
Total respondents	152	266	229	136	230	151	37	1,200



Average agreement with statements regarding local community and healthy living by respondent profile**Wyndham City Council - 2025/26 Annual Community Satisfaction Survey***(Number and index score scale 0 - 10)*

<i>Response</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle- aged</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi- lingual</i>
The extent to which residents agree that their access to health services are being met in Wyndham	7.9	7.8	7.9	7.7	6.9	7.8	7.8	7.7	7.9
I feel part of the local community	7.6	7.5	7.5	7.5	7.2	7.5	7.5	7.4	7.6
Wyndham is accessible and inclusive for people with disability	7.7	7.8	7.8	7.7	7.2	7.7	7.7	7.6	7.9
Wyndham is welcoming and supportive of people from diverse cultures and backgrounds	8.1	8.0	7.9	8.1	7.7	8.0	8.0	7.8	8.2
There are good open spaces for recreation available in the local area	8.1	7.9	7.7	7.9	7.9	7.9	8.0	7.9	8.0
I am able (if I choose) to get where I want to go without a car	7.1	7.0	6.9	7.1	7.1	7.0	7.1	7.2	7.0
I am satisfied with the options to travel in, out, and around the City of Wyndham	7.4	7.2	7.3	7.2	7.0	7.2	7.4	7.2	7.3
Wyndham's road network and congestion is improving	6.9	6.7	6.7	6.2	6.2	6.6	6.7	6.4	6.9
My and my families recreational needs are met in the local area	7.6	7.5	7.5	7.5	7.5	7.6	7.5	7.5	7.6
I feel that climate change needs to be addressed now	8.0	7.9	7.8	7.5	8.0	7.7	8.0	7.6	8.0
I have made changes to my home or lifestyle to help reduce climate change and its impacts	7.7	7.6	7.7	7.4	7.6	7.6	7.6	7.4	7.7
I agree that the natural environment in Wyndham is well managed, healthy, and accessible	8.0	7.7	7.6	7.7	7.6	7.8	7.8	7.6	8.0
I am satisfied with the overall cleanliness and beauty of the local area	7.9	7.5	7.4	7.4	7.3	7.6	7.6	7.4	7.8
<i>Average agreement</i>	<i>7.7</i>	<i>7.5</i>	<i>7.5</i>	<i>7.4</i>	<i>7.3</i>	<i>7.5</i>	<i>7.6</i>	<i>7.4</i>	<i>7.7</i>
Total respondents	456	282	196	220	45	591	602	541	656



Respondent profile

The following section provides the demographic profile of respondents to the *Wyndham City Council – 2025/26 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; firstly, to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other survey questions.

Age structure

The sample was weighted by age and gender to reflect the 2021 *Census* profile. It is noted, however, that the unweighted sample was a fair reflection of the age structure of the underlying Wyndham community, which speaks to the effectiveness of the methodology.

Age structure
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age cohort	2025/26 (unweighted)		2025/26	2024/25	2023/24	2022/23	2021/22
	Number	Percent	(weighted)				
Young adults (18 to 34 years)	295	25%	38%	38%	38%	38%	38%
Adults (35 to 44 years)	443	37%	24%	24%	24%	24%	24%
Middle-aged adults (45 to 54 years)	253	21%	16%	16%	16%	17%	16%
Older adults (55 - 74 years)	169	14%	18%	18%	18%	18%	18%
Senior citizens (75 yrs and over)	38	3%	4%	4%	4%	4%	4%
Not stated	2		2	2	8	5	0
Total	1,200	100%	1,200	1,204	1,200	1,203	1,205

Gender

The sample was weighted by age and gender to reflect the 2021 *Census* profile.

Gender
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2025/26 (unweighted)		2025/26	2024/25	2023/24	2022/23	2021/22
	Number	Percent	(weighted)				
Male	700	58%	49%	49%	49%	49%	49%
Female	493	41%	50%	50%	50%	50%	50%
Non-binary	7	1%	1%	0%	0%	1%	0%
Prefer another term	0	0%	0%	0%	0%	0%	0%
Not stated	0		0	1	4	6	8
Total	1,200	100%	1,200	1,204	1,200	1,203	1,205



Language spoken at home

In 2026, a little more than half (54%) of the respondents who provided a response reported that household members speak a language other than English at home, a result consistent with historical results, and broadly consistent with the *Census* results.

Language spoken at home
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2025/26		2024/25	2023/24	2022/23	2021/22	2020/21
	Number	Percent					
English	546	46%	41%	43%	56%	53%	56%
Hindi	197	16%	14%	12%	7%	9%	10%
Gujarati	40	3%	1%	3%	1%	1%	1%
Punjabi	38	3%	6%	8%	3%	4%	3%
Mandarin	34	3%	3%	2%	3%	3%	2%
Tamil	31	3%	2%	3%	1%	2%	2%
Urdu	30	3%	3%	3%	2%	2%	2%
Tagalog (Filipino)	29	2%	2%	2%	2%	2%	3%
Teluga	28	2%	3%	3%	1%	2%	1%
Bengali	18	2%	1%	1%	1%	1%	1%
Arabic	15	1%	2%	2%	2%	3%	1%
Malayalam	15	1%	1%	1%	0%	0%	1%
Sinhalese	13	1%	1%	1%	1%	1%	1%
Spanish	10	1%	1%	1%	1%	1%	1%
Italian	9	1%	1%	1%	2%	3%	3%
Maori	9	1%	0%	0%	0%	0%	0%
Vietnamese	9	1%	1%	1%	1%	1%	1%
Burmese	8	1%	1%	0%	0%	0%	0%
Thai	8	1%	1%	0%	0%	0%	1%
Greek	7	1%	1%	1%	1%	1%	1%
Cantonese	6	1%	0%	0%	1%	1%	0%
Maltese	6	1%	1%	1%	1%	1%	1%
Marathi	6	1%	1%	1%	0%	0%	0%
Tongan	6	1%	0%	0%	0%	0%	0%
Amharic	5	0%	1%	0%	0%	1%	0%
Nepali	5	0%	1%	1%	0%	0%	0%
Serbian	5	0%	0%	0%	1%	0%	0%
Tigrinya	5	0%	0%	0%	0%	0%	0%
Afrikaans	4	0%	0%	0%	0%	0%	0%
French	4	0%	0%	0%	1%	1%	1%
Chinese, n.f.d	3	0%	1%	1%	1%	0%	1%
Croatian	3	0%	0%	0%	0%	0%	0%
Indonesian	3	0%	0%	0%	1%	1%	1%
Korean	3	0%	0%	1%	0%	0%	1%
Russian	3	0%	0%	0%	0%	0%	0%
Slovak	3	0%	0%	0%	0%	0%	1%
Turkish	3	0%	0%	0%	0%	0%	0%
All other languages (29 languages)	32	3%	7%	4%	6%	5%	6%
Not stated	1		6	12	5	12	33
Total	1,200	100%	1,204	1,200	1,203	1,205	1,200



Country of birth

This question relating to the country of birth was included in the survey for the first time this year.

The results of this question were consistent with the language spoken at home results.

Country of birth
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025/26		Response	2025/26	
	Number	Percent		Number	Percent
Australia	518	43%	Argentina	3	0%
India	359	30%	Ireland	3	0%
China	37	3%	Kenya	3	0%
New Zealand	33	3%	Russia	3	0%
Pakistan	24	2%	South Korea	3	0%
Philippines	24	2%	Brazil	2	0%
Bangladesh	16	1%	Congo	2	0%
Sri Lanka	15	1%	Egypt	2	0%
England	12	1%	Hong Kong	2	0%
Vietnam	9	1%	Indonesia	2	0%
Burma	8	1%	Liberia	2	0%
Fiji	8	1%	Saudi Arabia	2	0%
Italy	8	1%	Solomon Islands	2	0%
Malaysia	8	1%	Somalia	2	0%
Ethiopia	7	1%	Sudan	2	0%
Singapore	7	1%	Syria	2	0%
Southern and East Africa n.f.d.	7	1%	Turkey	2	0%
Thailand	7	1%	United Arab Emirates	2	0%
United Kingdom n.f.d.	5	0%	All other countries (31 countries)	31	3%
Croatia	4	0%	Not stated	4	
Greece	4	0%			
Nepal	4	0%			
			Total	1,200	100%

Aboriginal and / or Torres Strait Islander

Consistent with historical results, approximately one percent of respondents identified as Aboriginal and / or Torres Strait Islander.

Identify as Aboriginal and / or Torres Strait Islander
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2025/26		2024/25	2023/24	2022/23	2021/22
	Number	Percent				
Yes - Aboriginal	10	1%	1%	1%	2%	1%
Yes - Torres Strait Islander	1	0%	0%	0%	0%	0%
Yes - both Aboriginal and Torres Strait Islander	1	0%	0%	0%	0%	0%
No	1,035	99%	98%	99%	98%	99%
Prefer not to say	153		23	33	26	32
Total	1,200	100%	1,204	1,200	1,203	1,205

Household member with disability

Consistent with the results in recent years, eight percent of respondents were from households with a member identifying with disability.

This result was somewhat lower than the long-term average of 11%.

Household member with disability
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2025/26		2024/25	2023/24	2022/23	2021/22	2020/21
	Number	Percent					
Yes	91	8%	7%	7%	15%	12%	12%
No	998	92%	93%	93%	85%	88%	88%
Not stated	111		27	23	20	36	40
Total	1,200	100%	1,204	1,200	1,203	1,205	1,200



Housing situation

Consistent with historical results, approximately half of the respondent households owned their home outright, 14% had a mortgage, and 31% were rental households.

Housing situation
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2025/26		2024/25	2023/24	2022/23	2021/22	2020/21
	Number	Percent					
Own this home	636	53%	55%	50%	35%	46%	40%
Mortgage (paying-off this home)	161	14%	16%	16%	40%	33%	41%
Renting this home	374	31%	27%	31%	22%	20%	17%
Other arrangement	18	2%	2%	2%	3%	2%	2%
Not stated	11		22	14	19	38	49
Total	1,200	100%	1,204	1,200	1,203	1,205	1,200

Period of residence

Consistent with results excluding the pandemic period, approximately one-quarter of respondents were new or newer residents (less than five years in the municipality), while a little less than half were long-term residents (10 years or more).

Period of residence in Wyndham
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2025/26		2024/25	2023/24	2022/23	2021/22	2020/21
	Number	Percent					
Less than 1 year	74	6%	7%	7%	2%	2%	2%
1 to less than 5 years	226	19%	20%	17%	5%	4%	5%
5 to less than 10 years	381	32%	34%	35%	22%	25%	29%
10 years or more	510	43%	39%	42%	71%	69%	65%
Not stated	9		1	11	17	20	4
Total	1,200	100%	1,204	1,200	1,203	1,205	1,200

The following table outlines the previous municipality or location of respondents who had lived in the municipality for less than five years.

Of most note was the significant proportion who had moved to the City of Wyndham directly from overseas (19%), along with 21% who had moved from interstate.



Previous municipality

Wyndham City Council - 2025/26 Annual Community Satisfaction Survey

(Number of respondents living in the City of Wyndham for less than 5 yrs)

Council	2025/26	
	Number	Percent
Interstate	36	21%
International	33	19%
Brimbank	12	7%
Melbourne	11	6%
Monash	10	6%
Melton	8	5%
Hobsons Bay	7	4%
Casey	5	3%
Hume	4	2%
Maribyrnong	4	2%
Port Philip	4	2%
Stonnington	4	2%
Banyule	3	2%
Bayside	3	2%
Greater Dandenong	3	2%
Yarra	3	2%
Darebin	2	1%
Frankston	2	1%
Kingston	2	1%
Maribrynong	2	1%
Moonee Valley	2	1%
Boroondara	1	1%
Campaspe	1	1%
Glen Eira	1	1%
Greater Geelong	1	1%
Knox	1	1%
Manningham	1	1%
Merri-bek	1	1%
Mildura	1	1%
Stonningtom	1	1%
Whitehorse	1	1%
Whittlesea	1	1%
Not stated	129	
Total	300	100%



General comments

The following general comments were received from respondents to the *Wyndham City Council – 2025/26 Annual Community Satisfaction Survey*.

Metropolis Research draws attention to the significant increase in the general comments related to safety, security and crime issues, which was consistent with the significance of these issues in the [issues to address](#) section of this report.

General comments summary
Wyndham City Council - 2025/26 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2025/26		2024/25	2023/24	2022/23
	Number	Percent			
Safety, security and crime	51	17%	8%	5%	3%
Services / facilities	31	10%	16%	15%	16%
Parks, gardens and open spaces	29	9%	11%	4%	8%
Traffic management	25	8%	13%	5%	5%
Roads	24	8%	2%	1%	5%
Public transport	19	6%	2%	1%	1%
Garbage / green waste collection / recycling	16	5%	1%	3%	6%
Parking	14	5%	2%	1%	2%
General cleanliness	13	4%	7%	5%	6%
General positive	11	4%	7%	15%	11%
Council governance and management	10	3%	4%	3%	7%
Infrastructure	10	3%	2%	4%	0%
Animal management	7	2%	5%	0%	0%
Comments on survey	7	2%	1%	5%	7%
General negative	7	2%	1%	1%	2%
Planning, housing and development	6	2%	2%	3%	3%
Communication	5	2%	5%	12%	9%
Rates / other fees	4	1%	5%	3%	1%
Footpath	2	1%	2%	5%	1%
Other comments	15	5%	4%	7%	7%
Total	306	100%	165	74	211

The following table outlines the verbatim comments received by respondents, broken down by issue as outlined in the previous table.



General comments**Wyndham City Council - 2025/26 Annual Community Satisfaction Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Safety, security and crime</i>	
Concentrate on community safety	8
Increase in police and security presence	4
Youth crime	3
Control on the crime	2
Law enforcement issues regarding theft and safety	2
More child safety and security	2
A lot of hooligans and young people roaming around without any respect for laws	1
Concerns regarding safety is the only issue around here	1
Crime appears to be increasing since more families are now concerned about getting robbed	1
Crime rate is one of the biggest concerns	1
Drug selling and usage in the parks	1
Drug selling and usage on Alison St	1
Earlier there were lot of random strangers just roaming around at night and keeping eye on the people, but now it has stopped since the police have maintained and controlled these people and kept them in check which is much better	1
I am worried about mine and my kid's safety in Pacific Werribee Plaza	1
I was attacked on Madigan St 2 years ago	1
More security cameras at junctions and roundabouts	1
Most people are putting up cameras for safety	1
Multiple accidents happening in Eventide Ave / Luster Cres area because they cut the corner in a such a way that there is no visibility while turning	1
My friend who is a professor at RMIT was attacked while coming back from work near the creek behind a police station	1
Need to address increase of crime in Tarneit	1
Need to address the rising thefts be it car thefts or houses break ins around and within the Wyndham. Strict action needs to be taken about these for improvement	1
Not very safe so we need to be cautious all the time	1
Safety and security need to be worked on that. They should work alongside state government so that we do not have teenagers causing harm	1
Safety needs to be improved since I have friends who have had incidents regarding robbery. We need more patrolling	1
Safety of youth	1
Security is a serious issue because we see so many issues like people jumping insides houses, river walk being unsafe especially at nighttime etc on the Facebook group	1
So many robberies all around. Council really needs to do something about it because we have been hearing so many things regarding safety issues	1
Stop crime	1
Teenagers driving e-bikes at very high speed without helmets	1
Thefts nearby	1
There are drunk people around the Werribee food trucks who always have loud music playing disturbing everyone. The food trucks are not the problem but it is the people in this neighbourhood who are really bad	1
There was a safety issue near the park at night 3 weeks ago	1



Unhappy about security arrangements and we need more transparency	1
We need to feel safe on home	1
We should include some security like some security cameras and more lights in the area	1
Youth board buses and commit theft	1
Total	51

Services / facilities

We need healthy people, please give us an outdoor gym / exercise equipment	3
Health services require long waiting times because of which I am not satisfied	2
More recreational activities / facilities to connect residents	2
Need more sporting and recreational facilities like swimming pools and sports centres	2
Better and more high schools needed	1
Catholic Church would be great in this area	1
Council needs to bring more voluntary works like picking people to club	1
Council website is outdated, particularly in applications and forms	1
Cultural activities	1
Drains have risen up and they keep leaking, please help me fix them, I do not know whether I should call the plumber or is it Council's job, even the flooring has come out, and the Council needs to send someone to fix it	1
Hold more activities for food	1
I really enjoy using library services, so I would love open library services	1
Improve the internet	1
Lack of emergency hospital facilities	1
More community halls	1
More recreational activities for people from diverse cultural backgrounds. For example, we do not have a prayer space in Point Cook	1
More recreational facilities should be built in Point Cook	1
Need streetlight just in front of our house on Ankuri Rd	1
Some new facilities should be provided for the new generations	1
Streetlights are covered by trees on St James Dr	1
Streetlights are not there in Monument Dr junction area	1
Tarneit Gardens	1
There is always a smell after it rains, maybe an issue related to drainage	1
They run good community events	1
To continue the Christmas decorations	1
We need a pool in the local area	1
Total	31

Parks, gardens and open spaces

It is very dark to walk in the parks at night, so we need more lighting	2
More water fountains in parks / greenery	2
A tree in front of the house is creating really big mess with its branches and seeds	1
Area needs more trees, greenery and stronger conservation of natural spaces	1
Build more trees at the park, not enough shade so cannot sit in the park in the midday or hot day because too hot	1
Glass in the parks	1
Improve the children's playgrounds	1
Lack of maintenance of street trees	1



Maintain greenery in David John Dr	1
Easier to maintain trees in the public area, but not gum trees since their branches swing when it's windy which is dangerous	1
More interactive parks with nature, waterplay and barbeque facilities like the Werribee Park	1
More park trails	1
Neighbourhood needs more greenery	1
Public environmental spaces like benches and natural reserves are not being properly maintained	1
Savage Ct Park is too small for the kids with just one swing. Not enough equipment for the adults as well	1
So many people honk near parks	1
St James Wood Drive Playground needs to be fenced	1
Street trees need to be addressed on my street, we have spoken to the Council and still not heard back	1
There is nothing, no facilities provided at the park and playground, especially at The Rocket Park in Tarneit	1
They came once for trimming the trees but never again	1
They do not care much about the grass or soil. They need to trim, maintain and water it frequently	1
They go overboard with the trees on the nature strip	1
Tree in the corner of Diamond Dr should be removed completely for traffic safety purpose as it blocks the view	1
Trees on Prospect Dr in Werribee are built on weak soil and can fall during thunderstorms	1
Trim the trees on time	1
We need more parks and recreational facilities to cater to young and growing population within the Wyndham city	1
Weed control	1
Total	29

Traffic management

Improvement with traffic management	7
Heaths Rd traffic rush after 5 pm	2
Better traffic management on Morris Rd	1
Catch the drunk and drugged drivers on Boulderwood Wy	1
Fix traffic as soon as possible because the entire area is terrible if traffic is not fixed	1
Improper traffic management at David John Dr	1
Lot of people riding around on the scooters without helmets	1
Make sure that the trees do not cover the signs otherwise it causes difficulty and traffic in the morning	1
More speed cameras needed	1
More traffic lights	1
New residents do not follow traffic rules	1
Palmer's Rd has a traffic signal which does not work properly	1
Speed and red lights cameras to be installed specially at Dowling Rd	1
Speed and red lights cameras to be installed specially at Hogans Rd	1
Speed management on the road is not checked properly	1
Speeding	1
Traffic is a big concern for us because our daughter has a learner's license	1
We need to feel safe on roads	1
Total	25



<i>Roads</i>	
Improve the roads	2
Access to roads is so bad	1
Balkan Rd need upgrades like widening	1
Bolton Rd need to be widened to accommodate two lanes	1
Glass in the streets	1
Greens Rd need to be widened to accommodate two lanes	1
Heaths Rd needs upgrades like widening	1
Instead of roundabouts can we have traffic lights on Bolton Road	1
Instead of roundabouts can we have traffic lights on Shaws Rd	1
Latham St should have speed enforcements. The speed management is not done properly there	1
Maintenance of roads are happening in wrong places	1
Make Point Cook Rd a double road lane	1
Morris Rd need to be duplicated heading to South	1
Only way to go on South Rd in Werribee is by cars. If you ride a bike there, high chance you will crash because the road is too narrow	1
Point Cook has a road with potholes but generally works are done very quickly	1
Point Cook has a road without traffic lights but generally works are done very quickly	1
Princes Fwy needs to be widened	1
Road crowded at the border of Wyndham and Melton	1
Roundabout in front of Penrose Promenade has trees too high so it is blocking the view for cars	1
Speed management is poor at the moment	1
Streets are not properly maintained	1
Transit service is not good and hard to access; there is lot of traffic at intersection of train station due to roundabout and the traffic lights make it worse	1
Will be shifting houses due to heavily congested roads near Broadway Blvd	1
Total	24

<i>Public transport</i>	
Bus frequency not enough	3
Increase train frequency	3
Improve bus service	2
Improving public transport frequency	2
Adding more station in Tarneit	1
Better public transport	1
Better public transport needed in western suburbs, like we have in eastern suburbs	1
Public transport in Point Cook is very infrequent	1
Shortage of transport to the city, given the growing population	1
The train services are once every 20 minutes which is a bit of a hassle, and usually they cancel or cut down the compartment which is a top priority when commuting to work	1
There are holes in the fence near the railway line	1
Train to Geelong	1
Traveling issue due to bus timings	1
Total	19



Garbage / green waste collection / recycling

Better response to dumped rubbish	2
Awareness amongst people about not throwing garbage in the park or on the roadside	1
Better communal garbage management	1
Bins are too small	1
Bottle recycling service	1
Drop the price of waste management so that more people can use it	1
Every two weeks we should be able to take all rubbish to the tip for free after showing our ID and see if this makes a difference	1
Give us 2 waste tickets instead of 1	1
Hard waste takes too long to be picked up	1
Houses do not have green bins	1
Litter and rubbish collection	1
No garbage bin available	1
Tip should be made less expensive	1
Too much illegally dumped rubbish here	1
Weekly collection for green and food waste collection.	1
Total	16

Parking

Car parking space in the William Landing Station	1
Diana Dr has less width to park	1
Enforcement of local law regarding parking	1
Improper parking by people in Eden Academy, Werribee	1
Make the streets residential parking only	1
More shelters in the car parks to avoid sunlight	1
Need parking on Railway Ave	1
No parking spaces in malls or public places	1
Parking issues on Serengeti Cct Junction because it always has vehicles parked on the corners	1
Parking near the metro station	1
Parking on nature strips is frequent here	1
There is usually a pole in the disability parking space, which is really very tiring while parking	1
They fine on parking	1
More people need to be penalised for parking on the streets	1
Total	14

General cleanliness

Cleanliness	5
Clean the place up	1
Clean up the tree balls and mess continuously left by the Council planted trees in London Ct, Hoppers Crossing	1
Grass on Evesham Dr	1
Grasses are growing on the side and front	1
Make shopping areas cleaner	1



Police the littering	1
There is an empty lot just off Morris Rd where people tend to park but they have torn it up. It looks very unappealing because they drive over the footpaths which leaves a lot of mud	1
Tree cuts were not removed Infront of my home and are still there even after a couple of weeks	1
Total	13

General positive

Council is doing a great / good job overall	5
I am happy with the services	3
Comfortable place	1
Easy to get to work	1
I love Wyndham so please do not ruin it	1
Total	11

Council governance and management

All communities should be equally looked after, and all groups of people should get representation within the Council	1
Council needs to better manage their funding	1
Council needs to listen to what the public says	1
I am not very happy with the voting boundaries, because I believe that our local area would be neglected	1
In this developed country both the Council and people should follow the culture of this country	1
Local government procedures are outdated i.e., integration between Councils and state governments are not optimal	1
My NDIS is not getting reviewed on time and they are telling me that the same plan should be continued	1
Need more focus on Point Cook by the Council	1
No corruption	1
Organise mixed communities	1
Total	10

Infrastructure

Fix the infrastructure because it does not meet demand	4
Council needs better management of current state of building assets	1
Infrastructure needs to be in place before any further development especially on major arterial roads	1
Lack of infrastructure for the population	1
Light posts on Pickering CI still have Xs on them indicating how they need to be replaced and even though they have already been replaced yet the paint still remains on even after 3 years	1
Need toilets at the parks especially for ladies	1
Please make sure that the tolls are at a better height, so that people with disability or in wheelchair are able to easily pay for toll, lift it up while parking or taking the car out	1

Total

10



<i>Animal management</i>	
Disturbance with lizards	1
Get the rabbits sorted please since they destroy our vegetables	1
Improve in managing the snake's population near Hodgson Ave	1
More regular cutting of grass because I got snakes surrounding house with the river which is terrifying	1
Pet animals are not controlled in Point Cook Nest Pl, and the owners do not clean pet droppings	1
There are 2 big grounds one of which is a dog park and quite a few people are scared of dogs who prefer to use the other normal park. People sometimes bring their dogs into these normal parks without leash. Council should ensure that people do not bring their dogs to public playground without leash since it is very unsafe	1
Unlicensed dog attacks in a playground	1
Total	7

<i>Comments on survey</i>	
Survey could be quicker	2
Survey is too long, need to improve and use technology	2
Appreciate the survey	1
Do more of these surveys since it is good to get words to the Council	1
This survey would be great to do as an email	1
Total	7

<i>General negative</i>	
Do better	2
Get your facts together	1
No civic sense	1
People are frustrated	1
Take things more seriously	1
They should listen to the people in the area and fix the problems	1
Total	7

<i>Planning, housing and development</i>	
A lot of barren lands around which could be converted into beautiful infrastructure	1
I envy the new estates because they have nicer area. I think we need some more development in the old areas	1
I hope the development on Leaks Rd gets sped up a bit	1
I want access to fibre internet, which exists in other newer developed areas	1
Renting properties are very expensive in the area. Need more reasonable housing in the area	1
There is plenty of empty areas around where they should build houses, hospitals or other necessary infrastructure	1
Total	6



<i>Communication</i>	
Council not being as available for contact as they should be	1
Improving the council response	1
More communication from the Council	1
People's awareness regarding the usability of public facilities	1
We want to know about the events and activities because currently we do not know how to find them	1
Total	5
<i>Rates / other fees</i>	
Consider reducing Council rates in the future	2
Council rates should not be too high for pensioners	1
Need permits for building in house pools which require inspection every 3 years. Charging \$500 for inspection every time is excessive	1
Total	4
<i>Footpaths</i>	
Clean footpaths	1
Kids from Wyndham Park primary school throw trash on footpaths	1
Total	2
<i>Other</i>	
Population is fast growing	2
Awareness	1
Build more petrol stations	1
Climate change issue needs to be addressed, and Council should encourage people to follow	1
Cultural groups are divided and organise separate events	1
Differences between suburbs	1
Enforcement of local area	1
Give local jobs to local people instead of giving out contracts to other locality people. For example, like for mowing	1
I want more youth involvement in topics like local environment and addressing the climate change	1
More people should be accommodated to be in community halls	1
Refer to Melton City Council and build small business management centre to help people with their small business	1
Special schools' admissions take longer time	1
Youth are not interacting with each other and not having positive relationships which is not healthy for the community	1
More noise at night	1
Total	15
Total responses	306



Appendix One: survey form



Wyndham City Council - 2025/26 Annual Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am here on behalf of Wyndham City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.

1

Have you contacted Wyndham Council in the last 12 months?

Yes (*continue*)

1

No (*go to Q.3*)

2

2

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Wyndham City Council?

1. Overall satisfaction with the customer service experience

0

1

2

3

4

5

6

7

8

9

10

99

3

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.

1. The maintenance and repair of major arterial roads and highways (*managed by VicRoads*)

Importance

0

1

2

3

4

5

6

7

8

9

10

99

Satisfaction

0

1

2

3

4

5

6

7

8

9

10

99

If rated less than 6, were there any roads of specific concern to you?

2. The maintenance and repair of sealed local roads (*managed by Council*)

Importance

0

1

2

3

4

5

6

7

8

9

10

99

Satisfaction

0

1

2

3

4

5

6

7

8

9

10

99

If rated less than 6, were there any roads of specific concern to you?

3. Maintenance and repair of drains

Importance

0

1

2

3

4

5

6

7

8

9

10

99

Satisfaction

0

1

2

3

4

5

6

7

8

9

10

99

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.

4. The provision, maintenance and repair of footpaths	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Traffic management (<i>e.g. speeding issues and road safety</i>) on Council roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. The provision of parking facilities (<i>availability of parking</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision, maintenance and repair of shared trails, and on and off-road bike paths	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Protection and conservation of the natural environment and coastal areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Maintenance of parks, gardens, and open spaces	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Provision and maintenance of public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Weekly regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

16. Regular fortnightly recycling collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Regular weekly food and green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Council response to dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Maintenance and cleaning of public areas (including litter collection)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. The management and removal of graffiti	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Emergency management preparedness and response	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Public health services including maintenance of food safety	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
23. Control and regulation of pets and domestic animals	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
24. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
25. Application, enforcement and compliance of environmental and building / planning regulations	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
26. Council's work to protect and promote the unique built and cultural heritage	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
27. Planning for community infrastructure to meet community needs (e.g. Community Centres, libraries, indoor sporting facilities)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
28. Activities promoting economic development and investment in the local area, including those supporting local business, tourism operators and those which support growth in jobs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Hard rubbish booked collection service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Provision of local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3 Provision and maintenance of community centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4.Provision and maintenance of community facilities and venues for hire <i>(including Wyndham Cultural Centre, Civic Centre function space, and Encore Events Centre)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Provision of public art, exhibitions, arts and cultural activities, festivals and events	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Provision of Council managed kindergarten services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision of maternal and child health services <i>(e.g. key ages and stage checks)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Council support to access immunisation services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision of supported playgroups	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Council support to access child and family services you and your family need	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

11. Provision of youth services (e.g. youth programs, events, drop-ins, and street surfer bus)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Council support to access services for older residents (Community Connectors)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Provision of the school crossing service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Provision of sports ovals and other local sporting and outdoor recreation facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Town Planning (Statutory Planning Process)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Council's website (www.wyndham.vic.gov.au)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Council's community engagement platform (The Loop)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Council's efforts to keep the community informed through its social media platforms	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council performance?

(please circle one number for each aspect)

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. Provision of opportunities for your voice to be heard on issues that are important to you	0	1	2	3	4	5	6	7	8	9	10	99
3. Council performance making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's representation, lobbying, and advocacy on behalf of the community with other levels of government	0	1	2	3	4	5	6	7	8	9	10	99
5. How well Council does with the money it has available	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99

5

7. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
8. The degree to which Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
9. The degree to which Council information is easy to access and to understand	0	1	2	3	4	5	6	7	8	9	10	99

6

And on the same scale, please rate your satisfaction with the performance of Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction rated less than 5, why do you say that?												

7

Can you please list what you consider to be the top three issues for the City of Wyndham at the moment?

Issue One:	
Issue Two:	
Issue Three:	

8

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council performance?

(please circle one number for each aspect)

1. The provision of activities that are accessible to and inclusive of all members of the community	0	1	2	3	4	5	6	7	8	9	10	99
2. How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity	0	1	2	3	4	5	6	7	8	9	10	99
3. The degree to which Council empowers the community to lead and form social connections	0	1	2	3	4	5	6	7	8	9	10	99

9

On a scale of 0 (lowest) to 10 (highest) please rate your satisfaction with the following aspects of planning and housing development in your local area.

(please circle one number for each aspect)

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, please identify the developments or issues of concern:												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99

The City of Wyndham is growing, and by 2051 it is expected to accommodate an additional 15,600 residents, taking the population to a total of 333,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

10

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If you rated satisfaction less than 5, what concerns you most about population growth in the City of Wyndham?												

11

On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel?

1. In the public areas of the City of Wyndham During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. In the public areas of the City of Wyndham at night	0	1	2	3	4	5	6	7	8	9	10	99
3. Waiting for / travelling on public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In my home at night												
If any rated less than 5, why do you say that?												
If any rated less than 5, please specify any locations of concern:												

12

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community and healthy living.

Statement	Strongly disagree		Neutral								Strongly agree	Can't say
	0	1	2	3	4	5	6	7	8	9	10	99
1. The extent to which residents agree that their access to health services (e.g. GPs, dentists, specialists, hospitals) are being met in Wyndham	0	1	2	3	4	5	6	7	8	9	10	99
2. I feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
3. Wyndham is accessible and inclusive for people with disability	0	1	2	3	4	5	6	7	8	9	10	99
4. Wyndham is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99
5. There are good open spaces (parks, sporting grounds, playgrounds) for recreation available in the local area	0	1	2	3	4	5	6	7	8	9	10	99
6. I am able (if I choose) to get where I want to go without a car	0	1	2	3	4	5	6	7	8	9	10	99
7. I am satisfied with the options to travel in, out, and around the City of Wyndham	0	1	2	3	4	5	6	7	8	9	10	99

12

Statement	Strongly disagree			Neutral						Strongly agree	Can't say	
8. Wyndham's road network and congestion is improving	0	1	2	3	4	5	6	7	8	9	10	99
9. My and my families recreational needs are met in the local area	0	1	2	3	4	5	6	7	8	9	10	99
10. I feel that climate change needs to be addressed now	0	1	2	3	4	5	6	7	8	9	10	99
11. I have made changes to my home or lifestyle to help reduce climate change and its impacts	0	1	2	3	4	5	6	7	8	9	10	99
12. I agree that the natural environment in Wyndham is well managed, healthy, and accessible	0	1	2	3	4	5	6	7	8	9	10	99
13. I am satisfied with the overall cleanliness and beauty of the local area	0	1	2	3	4	5	6	7	8	9	10	99

13

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35- 44 Years	3	75 Years or Over	6

14

With which gender do you identify?

Male	1	Prefer another term:	4
Female	2	_____	
Non-binary	3	Prefer not to say	9

15

Do any members of this household speak a language other than English at home?

English only	1	Other (specify): _____	2
--------------	---	------------------------	---

16

In which country were you born?

Australia	1	Other (specify): _____	2
-----------	---	------------------------	---

17

Do any members of this household identify as Aboriginal and / or Torres Strait Islander?

Yes - Aboriginal	1	No	4
Yes - Torres Strait Islander	2	Prefer not to say	9
Yes - both Aboriginal and Torres Strait Islander	3		

18

Do any members of this household have a permanent or long-term disability?

Yes	1	No	2
-----	---	----	---

19**Which of the following best describes the current housing situation of this household?**

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

20**How long have you lived in the City of Wyndham?**

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

21**Do you have any further comments you would like to make?**

Thank you for your time
Your feedback is most appreciated